

# Complaints policy and process

## Introduction

This policy provides guidance for stakeholders who wish to make a customer service complaint against 1st4sport and therefore it applies to 1st4sport staff, development partners, external quality assurers, recognised centres, training provider, apprentices, learners and relevant third parties.

We are confident of providing a high-quality service and would be disappointed if there were occasions on which this was not the case. It is important, therefore, that should you feel you have encountered a level of service that is below both your and our expectations, that you raise any concerns you may have with us immediately so that we may address them without delay and consider the implementation of appropriate changes.

## What is not a complaint?

This policy is not to be used to address appeals regarding assessment or any other decision covered by our appeals policy. Should a complaint be submitted which is in fact an enquiry or an appeal, we will respond to inform the relevant party that the issue is being considered in accordance with our appeals policy.

If you are unhappy about the way an examination or assessment was conducted, or you suspect malpractice or maladministration may have occurred, you should notify 1st4sport as soon as possible in accordance with the guidance set out in our malpractice and maladministration policy.

## Complaints about recognised centres/provider's service/practice

Learners and/or apprentices who wish to complain about a level of service provided by the centre at which they have undertaken an 1st4sport qualification or apprenticeship programme must have exhausted their centre's own complaints process before bringing the complaint to 1st4sport. However, learners and/or apprentices can make the complaint directly to 1st4sport in exceptional circumstances where they feel there was a significant breach of our procedures or published requirements by the centre. 1st4sport reserves the right to refer a complaint back to the relevant centre for initial consideration.

## Process for submitting a customer service complaint against 1st4sport

### Step 1

The initial aim for all complaints should be to try to resolve any problem informally at the earliest opportunity. This may include the complainant speaking to the person who dealt with the issue at the outset if they feel comfortable doing so.

If the complaint directly relates to a service provided by 1st4sport, the complainant should request contact with the manager in charge of the relevant function at 1st4sport in the first instance, to see if an informal resolution can be found prior to raising a formal complaint.

## Step 2

If this is not possible, or if you are not satisfied with the help provided, please send a written complaint to us with the following details to [centreservices@1st4sportqualifications.com](mailto:centreservices@1st4sportqualifications.com)

Details required:

- Your full name and contact details (including a daytime telephone number and email address).
- A full description of your complaint (including the subject matter plus dates, times and any reference numbers if known).
- Names of the people you have dealt with so far.
- Copies of any documents or letters connected with the complaint.

Unless there are exceptional circumstances, a complaint should normally be made within 20 working days of the event you are complaining about.

## Step 3

The complaint details and evidence are evaluated, and an investigation is conducted by the relevant function manager. Acknowledgement sent to you within five working days of receipt.

## Step 4

On completion of any investigation a response will be made to you, and any recommendations and remedial actions identified taken where appropriate. Updates will be provided to you every 25 working days until any outcomes are decided.

## Step 5

If you are satisfied with the outcomes, no further action will be taken.

## Step 6

If you are dissatisfied with the outcomes, then you can make an appeal against the 1st4sport decision as detailed in Appeals Policy.

## Complaints brought to our attention by the regulators (Ofqual, CCEA or Qualifications Wales)

Where the regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below, to ascertain if the same issue could affect 1st4sport qualifications.