

Volleyball England Learner Complaints Procedure Version 4 updated April 2017

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

Should learners wish to complain about any courses, workshops and seminars provided by Volleyball England, they are advised to follow the procedure stated below.

For 1st4sport qualifications, in the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Volleyball England, they may take their complaint to the *1st4sport Incidents and Investigations Manager*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator¹.

Stage 1

An informal complaint can be made to the learner's tutor/assessor. Only complaints made by the learner will be accepted. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Volleyball England Learner Complaints Form to the Volleyball England Project Delivery Team Lead.

Learners should use the Complaints Form to provide a detailed account of their grievance. The Project Delivery Team Lead will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Project Delivery Team Lead will carry out an investigation and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

¹ Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

All Stage 2 complaints should be sent to:

Project Delivery Team Lead

coaching@volleyballengland.org

Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Project Delivery Team Lead.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Event Authorisation Number (EAN)(If applicable)	

Describe the nature of your complaint as fully as possible:	
Please attach an additional sheet if necessary	
Learner's signature	Date

Please return this form to:

Project Delivery Team Lead via coaching@volleyballengland.org

Stage 3 for 1st4sport Qualifications Only

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'customer service'.

All Stage 3 complaints should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds, LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 4 for 1st4sport Qualifications Only

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA	http://www.rewardinglearning.org.uk/	SQA Accreditation	http://www.sqa.org.uk/