



**SPORTS
COACHING
NORTH
WEST**

Registered Address: Cockayne House, Love
Lane, Sandbach, Cheshire, England, CW11 2TS
www.sportscoachingnw.co.uk
info@sportscoachingnw.co.uk
01270 449770

Learner Complaints, Appeals and Handling Procedures

Sports Coaching North West booking cancellation policy:

In the event of cancellation by the participant:

- A full refund will be given if more than 21 days written notice is received.
- A 50% refund will be given if more than 7 days written notice is received.
- No refund will be given if Sports Coaching North West receives less than 7 days written notice.
- Sports Coaching North West has no obligation to give a refund once the course has already started, unless in exceptional circumstances, which is at the discretion of the Qualification Coordinator.

In the event of cancellation by Sports Coaching North West:

- Courses may be cancelled if numbers are not sufficient for the course to run.
- Participants will be entitled to a full refund. Sports Coaching North West aim to refund within 28 days.

Any course cancellation must be placed in writing and sent to:

Cockayne House, Love Lane, Sandbach, Cheshire, England, CW11 2TS

Or emailed to info@sportscoachingnorthwest.co.uk

- You must include:
- Name(s) of those booked
- Course details of what you are booked onto
- Reason for cancellation.
- Total amount you expect to be refunded.



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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.

It is ultimately the responsibility of Ross Kesteven, Qualification Coordinator to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties.

However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area. Should learners wish to complain about any services provided by Sports Coaching North West, they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Sports Coaching North West, 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 regulator.

Stage 1

An informal complaint can be made to the learner's tutor/assessor. 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 to: info@sportscoachingnorthwest.co.uk

Learners should submit a detailed account of their grievance. The qualifications coordinator will acknowledge receipt of the complaint within 10 working days and will outline the course of action to be taken. An investigation will be completed by the company directors within 20 working days and written information regarding findings and decisions will be sent to the learner.

Stage 3 (applicable to 1st 4 Sport Qualifications)

Should the learner request further investigation or be unsatisfied with the outcome of the investigation at stage 2. They should make a complaint against the recognised centre via 1st 4 Sport.

<http://www.1st4sportqualifications.com/wp-content/uploads/2014/09/1st4sport-Position-Statement-Learner-Complaints-against-Recognised-Centres-V31.pdf>



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Should a learner be unsatisfied with a the outcome of their qualification they should:

Stage 1

An informal approach can be made to the learner's tutor/assessor. The tutor/assessor should discuss the outcome 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. Learners may ask for guidance in order to remedy the outcome of their qualification but an automatic re-sit is not guaranteed. Unpaid re-sits will be at the discretion of the qualifications coordinator following appropriate investigation.

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 to: info@sportscoachingnorthwest.co.uk

Learners should submit a detailed account of their grievance. The qualifications coordinator will acknowledge receipt of the complaint within 10 working days and will outline the course of action to be taken. An investigation will be completed by the company directors within 20 working days and written information regarding findings and decisions will be sent to the learner.

Learner appeals against a recognised 1st 4 Sport Centre should follow the process as outline by 1st 4 Sport.

<http://www.1st4sportqualifications.com/wp-content/uploads/2014/09/1st4sport-Position-Statement-Learner-Appeals-against-Recognised-Centres-V3.pdf>