

1st4sport Customer Service Complaints

1st4sport Qualifications endeavour to offer a high-quality service to all stakeholders. Working to achieve this aim assists in the maintenance of our established quality standards and ensures effective working relationships. Therefore, any individual in receipt of our services are encouraged to make a customer service complaint, when necessary.

In the event that recognised centres, registered candidates or any relevant third party (including qualification partners) wish to complain about any aspect of our services alleging that our quality standards, policy and related procedures have not been complied with, they should follow the appropriate 1st4sport customer service complaints procedure.

Procedure for recognised centres

In the event that our services do not meet recognised centre expectation in line with published standards, policy and/or procedure, a customer service complaint may be reported via completion of the Allegations form contained on *Athena* the 1st4sport Quality Assurance System. *Athena* is a web-based system designed to support our communication with recognised centres. Evidence should be uploaded (where available) and attached to the allegations form in support of the complaint. The form should be submitted to 1st4sport. Acknowledgment of receipt, updates and outcomes will be also be communicated in writing.

Procedure for candidates or relevant third parties

In the event that our services do not meet candidate or relevant third party expectation in line with published quality standards, policy and/or procedure, a customer service complaint may be reported via completion of the Allegations form contained in the About Us and Candidates Information sections of the 1st4sport website. This completed form and any required evidence should be forwarded to gmt@1st4sportqualifications.com. Acknowledgment of receipt, updates and outcomes will be communicated to the complainant in writing.

Supporting evidence

Where available, evidence should be provided in support of the complaint to facilitate effective review of the situation. If only hard copies of evidence available, these should be sent, with the form attached, by post to:

The Quality Management Team (QMT)
1st4sport Qualifications
Coachwise Ltd
Chelsea Close
Off Amberley Road
Armley
Leeds LS12 4HP

Handling arrangements

Upon receipt of customer service complaints the *1st4sport Allegations, Appeals and Handling Arrangements* are applied to establish appropriate outcomes and to resolve the situation via corrective action (where required). The *1st4sport Allegations, Appeals and Handling Arrangements* are published on the recognised centre and candidates section of the 1st4sport website and on *Athena*, the 1st4sport Quality Assurance System.

Summary of Complaints Procedure

