

Customer service complaints



We 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.

The customer service complaint procedures are detailed in [1st4sport Service Complaints](#).

Upon receipt of a customer service complaint we implement a standardised process to ensure they are handled appropriately, risk is assessed and corrective action taken (where required). This information is contained within the [1st4sport Allegations, Appeals and Handling Arrangements](#).

The links in the text above are PDF files and require [Adobe Reader](#).

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