

# **1st4sport Qualifications Position Statement**

## **Customer Service Complaints against 1st4sport Qualifications**

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### **Scope**

This position statement will provide guidance for stakeholders who wish to make a customer service complaint against 1st4sport Qualifications and therefore it applies to 1st4sport staff, development partners, external quality assurers, recognised centres, learners and relevant third parties.

This Position Statement should be read in conjunction with the 1st4sport Qualifications Scope of Recognition Statement<sup>1</sup>.

### **Objective**

The objective of this position statement is to provide stakeholders with the process for making a customer service complaint against 1st4sport Qualifications. It covers the following areas:

- Definition of Customer Service Complaints
- Examples of potential complaints that may be made
- 1st4sport Qualifications process for submitting a customer service complaint
- Glossary of Terms

### **Definition**

A customer service complaint is submitted by a stakeholder against 1st4sport Qualifications where they feel that 1st4sport have not provided an appropriate level of customer service and may include<sup>2</sup>:

- A centre who is dissatisfied with 1st4sport Qualifications services, published policies and/or procedures.
- A learner dissatisfied with 1st4sport Qualifications customer services.
- A development partner who is dissatisfied with the qualification development process or outcomes.
- Any stakeholder who has experienced unprofessional behaviour from a member of 1st4sport Qualifications staff.

Examples may include:

- A learner claiming for a certificate from 1st4sport Qualifications, but 1st4sport Qualifications have no record of this learner achieving.
- A centre complaining about missing, late or damaged goods sent by 1st4sport Qualifications.
- A third party complaining about the service they have received from 1st4sport staff.

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<sup>1</sup> This can be found on the 1st4sport Qualifications website – [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com) – in the ‘About us’ section.

<sup>2</sup> This does not cover appeals against recognised centre or 1st4sport Qualifications decisions. These are covered by the Appeals against Recognised Centre Decisions Position Statement and the Appeals against 1st4sport Qualifications Procedural Decisions Position Statement.

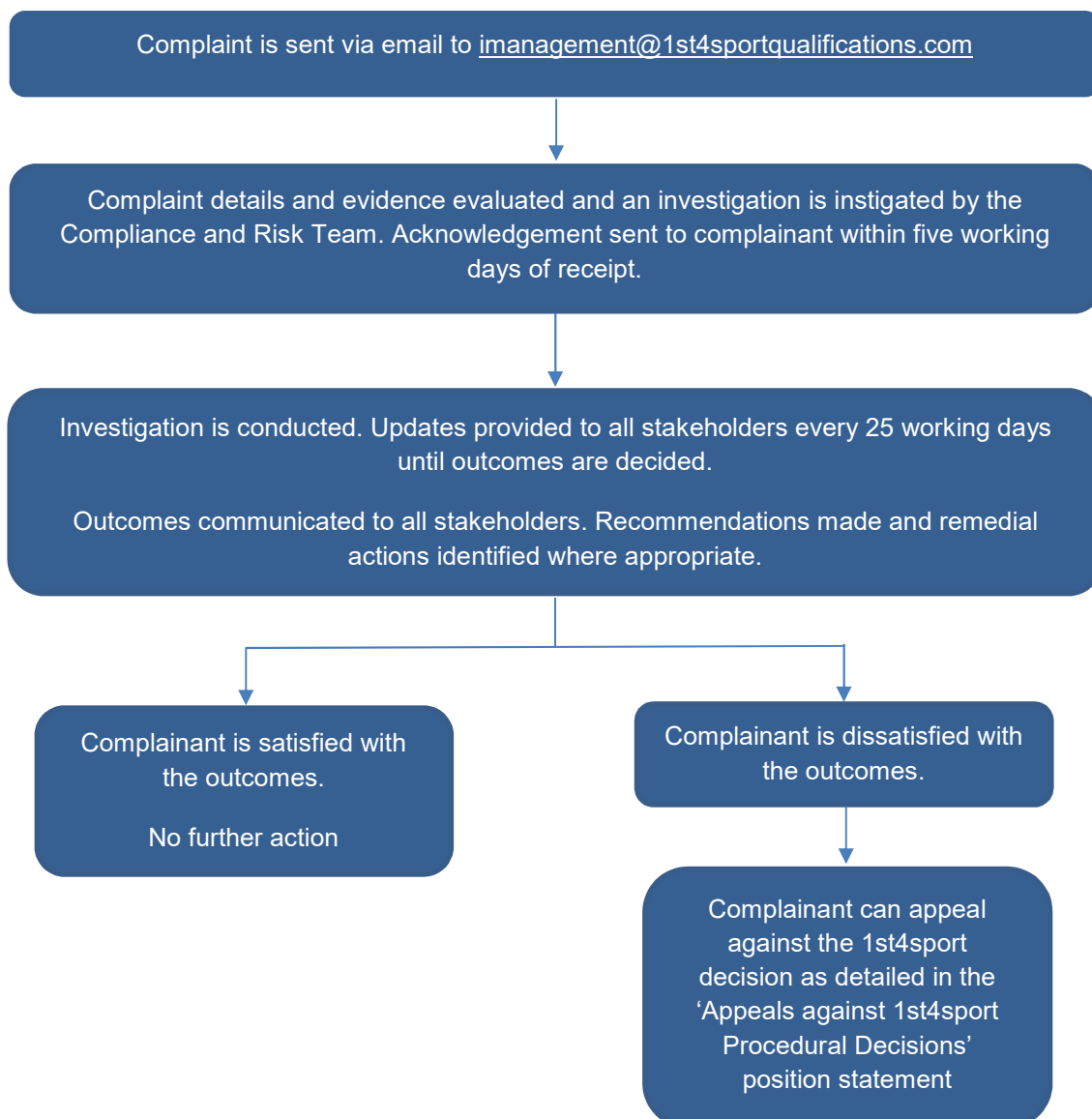
## Process for submitting a customer service complaint against 1st4sport Qualifications

Any person or organisation has the right to complain to 1st4sport Qualifications if they have concerns about a product or service they have received from 1st4sport Qualifications. The process below identifies the steps taken to make a complaint.

All complaints need to be submitted in writing to [imanagement@1st4sportqualification.com](mailto:imanagement@1st4sportqualification.com) and should contain the following information:

- Full name and role of the complainant
- Recognised centre name (where relevant)
- Qualification title(s)
- The reason(s) for the complaint
- Supporting evidence (if appropriate)

On receipt of the complaint an appropriately trained member of the 1st4sport Compliance and Risk Team will be allocated to manage the investigation.



## Glossary of Terms

Term	Definition
Complainant	The individual or organisation making a customer service complaint against 1st4sport Qualifications.
Outcomes	The results of the investigation based on evidence reviewed. These may include recommendations, remedial actions and potential penalties against relevant parties.

## Version control

Version number	Date	Comments
V1	December 2008	New Document
V2	January 2010	Document Review
V3	May 2012	Document Review
V4	November 2014	Document Review
V5	November 2017	Full review of document contents
V6	July 2019	Review of document. Minor amendments to wording.