

1st4sport Qualifications Position Statement

Complaints against Recognised Centres

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Scope

This position statement will provide guidance for stakeholders who wish to make a complaint against a 1st4sport Qualifications Recognised Centre 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 Statement¹.

Objective

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

- Definition of Complaints
- Examples of potential complaints that may arise
- 1st4sport Qualification process for submitting a complaint against a recognised centre
- Glossary of Terms

Definition

A complaint is submitted by a stakeholder against a recognised centre where they feel that the centre have not provided an appropriate level of service and may include²:

- A learner who feels that a recognised centre has not provided the service that they have promised.
- A learner dissatisfied with the conduct of recognised centre staff.
- An external quality assurer reporting that a centre is not responding to communications.
- Finance raising an issue of non-payment of invoices.

¹ This can be found on the 1st4sport Qualifications website – www.1st4sportqualifications.com – in the 'About us' section.

² This does not cover appeals against recognised centre decisions. These are covered by the Appeals against Recognised Centre Decisions Position Statement.

Process for submitting a complaint against a Recognised Centre

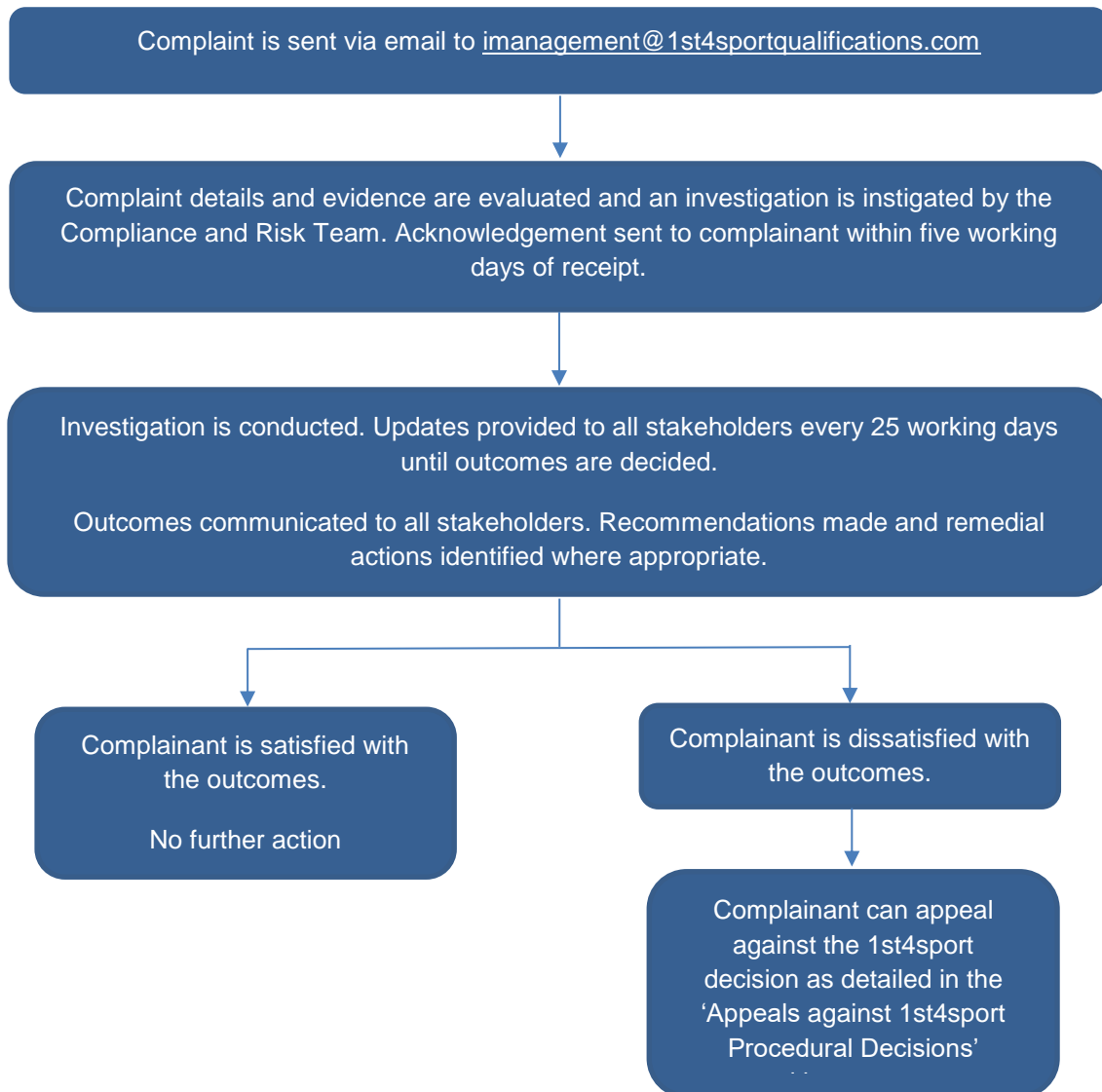
Any person or organisation has the right to complain to 1st4sport Qualifications if they have concerns about a product or service that they have received from a 1st4sport Qualifications Recognised Centre. The process below identifies the steps taken to make a complaint.

Please note: 1st4sport Qualifications require complainants to follow the recognised centres complaints procedure initially and only submit a complaint to 1st4sport Qualifications if they are dissatisfied with the outcomes of this.

All complaints need to be submitted in writing to imanagement@1st4sportqualifications.com and should contain the following information:

- Full name and role of the complainant
- Recognised centre name
- 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 complaint against a 1st4sport Qualifications Recognised Centre.
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	January 2010	New Document
V2	December 2012	Document Review
V3	November 2014	Document Review
V4	November 2017	Full review of document contents
V5	July 2019	Review of document. Minor amendments to wording.
V6	February 2020	Correction of Incident Management email address