

Lawn Tennis Association Coach Qualification Learner Complaints Reporting and Handling Procedure

This policy applies only to coach qualification courses that are provided by the Lawn Tennis Association (the 'LTA') and awarded by 1st4sport. Any complaints regarding a coach qualification course that has been delivered by an external course provider must go directly to them.

Any individual who attends or carries out a coach qualification course (a 'learner') and wishes to complain about the course must do so within 14 working days of the qualification end date or the date of any assessment with which they are dissatisfied.

Should a Learner wish to complain about any services relating to a course provided by the LTA they should follow the procedure stated below.

In the unlikely event that a learner exhausts this procedure and remains dissatisfied with the decision made by the Lawn Tennis Association, 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:

Office of Qualifications and Examinations Regulation (Ofqual) in England
Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland
The Welsh Government in Wales
Scottish Qualifications Authority (SQA) Accreditation in Scotland

Stage 1

If the complaint cannot be resolved informally to the satisfaction of a learner, or if a learner feels that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing to the Coach Qualification Manager at the LTA using the Complaints Form set out below.

A learner should provide a detailed account of their grievance. The Coach Qualification Manager will write to the learner to acknowledge receipt of the complaint within 10 working days of receipt of the complaint and outline the course of action to be taken.

The Coach Qualification Manager will carry out an investigation, and will write to the learner within 20 working days of the date of the acknowledgement of receipt with the findings and a decision as to whether the complaint was justified.

All Stage 1 complaints should be sent to:
Coach Qualification Manager
Lawn Tennis Association, National Tennis Centre, 100 Priory Lane, Roehampton, London, SW15 5JQ

Learner Complaints Form

As set out above in Stage 1 of the complaints procedure a learner is required to complete this form and send it to the Coach Qualification Manager to make a formal complaint to the LTA if they are still dissatisfied after having made an informal complaint to their assessor.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Event Authorisation Number (EAN)(If applicable)	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary

Learner's signature		Date	
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Please return this form to:

Coach Qualification Manager
Lawn Tennis Association, National Tennis Centre, 100 Priory Lane, Roehampton, London, SW15 5JQ

Stage 2

If a learner has followed Stage 1 of the complaints procedure as set out above and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the LTA.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'Customer service'.

All Stage 2 complaints should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 3

If learners have followed Stage 1 and 2 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the appropriate regulator and further information can be found on the relevant website as set out below:

Ofqual (England)	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA (Northern Ireland)	http://www.rewardinglearning.org.uk/	SQA Accreditation (Scotland)	http://www.sqa.org.uk/