

Complaints and Whistleblowing Policy and Procedure

Introduction

This document sets out our complaints policy and procedure and is aimed at our Qualification Centres, learners* and all interested parties who encounter a direct or indirect service from Sports Leaders UK as part of a qualification or award.

*The definition of a learner is an individual who is registered onto a Sports Leaders UK qualification

It is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with Sports Leaders UK immediately so that we may address them and learn lessons.

Review arrangements

We will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities

If you would like to feedback any views please contact us via the details provided at the end of this policy.

Scope

This policy covers complaints learners, members of the public or Centres may wish to make in relation to the qualifications, awards and associated services offered by Sports Leaders UK.

It is not to be used to cover appeals in relation to decisions made by Sports Leaders UK. These areas are covered by Sports Leaders UK's Appeals Policy. The Appeals Policy should be used for the following areas:-

- an /action on a Centre resulting from a Quality Assurance monitoring visit
- the imposition of a sanction in line with the Sanctions Policy
- an investigation into malpractice or maladministration
- a decision to amend a learner/set of learners results following a malpractice or maladministration investigation.

Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our Appeals policy.

If you are unhappy about the way an assessment was delivered and conducted a complaint should be submitted using this policy.

If you suspect malpractice or maladministration may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

Qualification Centre's responsibility

Qualification Centres should take all responsible steps to ensure that staff involved in the management, assessment and quality assurance of our qualifications, and learners, are aware of the contents of this policy and that the Centre has a complaints handling procedure in place to deal with complaints from learners about the services they receive.

If an individual is unhappy about a service or activity being delivered by a Centre it must first go through the Centre's complaints or appeals process (as appropriate) before bringing the matter to Sports Leaders UK.

How should I complain?

All of our staff have been trained to help our customers, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you. If they cannot help or you wish to speak to someone else, you can ask to speak to the Manager in charge.

If this is not possible, or if you are not satisfied with the help provided by the Manager, please send a written complaint within 20 working days of the event you are complaining about and send it to the address at the end of policy.

Learners and/or members of the public who wish to complain about a level of service provided by the Centre at which they have taken a Sports Leaders UK qualification should have exhausted the Centre's own complaints process before bringing the complaint to Sports Leaders UK. However, learners can make the complaint directly to us if the Centre refuses to consider or respond to their complaint and/or they consider that the actions of the Centre are a major breach of our procedures.

If I complain what details do I have to give?

When you contact us, please provide:

- The name of the Centre
- Your full name, contact details, e-mail address, and daytime telephone number.
- A full description of your complaint (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the complaint

Complaints brought to our attention by the regulators

Where the regulators notify us about complaints that they have received relating to a Centre and/or one of our qualifications these will be reviewed in the same manner as other external complaints in accordance with the procedures below

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences please inform us who it is that you do not wish for us to divulge your identity to in this case the your identity will be kept confidential to Sports Leaders UK. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by the regulators) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

What will happen to my complaint?

We will acknowledge receipt of your written complaint within **five working days**, letting you know who is investigating your complaint.

We aim to investigate the complaint within **20 working days**. If your complaint is more complex, or involves people who are not available at the time, we may extend this. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

The Audit, Risk and Compliance Committee will be notified of the complaint and outcome.

What if I am not happy with the reply?

If you disagree with the decision please contact responsibleofficer@sportsleaders.org.

If you are still unhappy with the decision taken by Sports Leaders UK in reviewing the complaint you can, if you would like to appeal following the outcome of the complaint you can follow our Appeal arrangements which are outlined in our Appeals Policy. The appeal must be against the incorrect use of the fair use of the policies and procedures of Sports Leaders UK.

Contact us

If you've any queries about the contents of the policy, please contact our Customer Service Manager, Telephone: 01908 689180 or via email: contact@sportsleaders.org or via post to: 24 Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes, MK14 6LY.