**Learner Complaints Reporting and Handling Procedure**

*[version 3 updated May 2020. This replaces all previous versions]*

Learners wishing to complain must do so within **14 working days** of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the **Head of the Centre, Leshia Hawkins (SEO Cricket Wales)**, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners **wish to complain about any services provided by Cricket Wales** they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Cricket Wales 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[[1]](#footnote-1).

**Stage 1**

An informal complaint can be made to the **learner’s tutor/assessor**. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

**Stage 2**

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the **complaint should be submitted in writing** using the **Cricket Wales Learner Complaints Form** to Kerry Lloyd at Cricket Wales. (info@cricketwales.org.uk)

Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will correspond to learners to acknowledge receipt of the complaint within **10 working days** and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within **20 working days** with the findings and a decision as to whether the complaint was justified.

|  |
| --- |
| All Stage 2 complaints should be sent to: |
| **The Complaints Officer**  **Kerry Lloyd**  **Address**: Cricket Wales, C/O Glamorgan Cricket, Sophia Gardens, Cardiff. CF11 9XR  **Emai**l: info@cricketwales.org.uk |

**Learner Complaints Form**

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer.

|  |  |
| --- | --- |
| 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 |  |

Please return this form to:

**Kerry Lloyd** (Complaints Officer)

**Address**: Cricket Wales, C/O Glamorgan Cricket, Sophia Gardens, Cardiff. CF11 9XR

**Email**: infro@cricketwales.org.uk

**Stage 3**

If learners have followed **Stage 1 and/or 2** of the complaints procedure 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 recognised centre.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com)

On the home page, learners should click on ‘Learner information’ and ‘customer service’.

|  |
| --- |
| All Stage 3 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](mailto:psmith@1st4sportqualifications.com) |

**Stage 4**

If learners have followed **Stage 1, 2 and 3** of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

|  |  |  |  |
| --- | --- | --- | --- |
| Ofqual | http://ofqual.gov.uk/ | The Welsh Government | http://wales.gov.uk/ |
| CCEA | http://www.rewardinglearning.org.uk/ | SQA Accreditation | http://www.sqa.org.uk/ |

1. 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 and Scottish Qualifications Authority (SQA) Accreditation in Scotland. [↑](#footnote-ref-1)