



Candidate Complaints Procedure

Version 1 October 09

Should candidates wish to complain about any services provided by Gymnastics England East, they are advised to follow the procedure stated below. In the unlikely event that candidates exhaust this procedure and remain dissatisfied with the decision made by Gymnastics England East, they may take their complaint to the 1st4sport Quality Management Team (QMT).

It is ultimately the responsibility of the Head of the Centre, Michelle Ellis, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Stage 1

An informal complaint can be made to the candidate's tutor/assessor. The tutor/assessor should discuss the complaint with the candidate and attempt to agree a way forward or a solution that suits both parties. Candidates should allow the tutor/assessor sufficient time to investigate or remedy the grievance. Candidates should voice their complaint within 20 working days of the course/programme or any assessment with which they are dissatisfied.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of candidates, or if candidates feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Gymnastics England Candidate Complaints Form to Geoff Grant, Complaints Officer, Gymnastics England. Candidates should use the complaint form to provide a detailed account of their grievance. The Complaints Officer will write to candidates 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 QC (where required) and other members of personnel, and will write to the candidate within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:
The Complaints Officer Geoff Grant Gymnastics England, Ford Hall, Lilleshall LNSC, Newport, Shropshire, TF10 9NB

Stage 3

If candidates 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 body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport complaints procedure can be accessed online via www.1st4sportqualifications.com. On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 complaints should be sent to:
Address: Quality Management Team FAO: Quality Assurance Officer 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email: qmt@1st4sportqualifications.com



Gymnastics England Candidate Complaint Form

Stage 1

Before completing this form, candidates are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

Stage 2

Candidates are required to complete this form and forward it to the Complaints Officer.

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.	
Signature of complainant:	Date:

Please return this form to: The Complaints Officer
Geoff Grant
Gymnastics England, Ford Hall, Lilleshall LNSC, Newport, Shropshire, TF10 9NB.