

# **UCOACH LTD**

## **Learner Complaints Reporting and Handling Procedure**

### **January 2023**



This procedure applies only to LTA Coaching Qualification/CPD courses that are provided by UCoach. Any complaints regarding any aspect of an LTA Qualification/CPD course that has been delivered by a different Coach Development Centre or the LTA must go directly to them.

Should learners wish to complain about any services relating to a course provided by UCoach, they are advised to follow the procedure stated below.

#### **Definition of a Complaint**

A complaint is submitted by a learner who has attended a Coaching Qualification/CPD course provided by UCoach when they believe the conduct of staff or service has not been deemed to reach the expected level of acceptability.

#### **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 the learner, or if the learner feels that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted via email using the UCoach Learner Complaints Form to Julie Strange, Administration Manager at: [julie.strange@ucoach.org.uk](mailto:julie.strange@ucoach.org.uk).

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

#### **Stage 3**

UCoach will investigate the complaint 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.

#### **Stage 4**

In the unlikely event that a learner exhausts this procedure and remains dissatisfied with the decision made by UCoach they may escalate their complaint to the LTA Coach Education and Qualifications Lead via this link: <https://fs18.formsite.com/ltaadmin/hzc4hqz2a8/index.html>

## Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Administration Manager at UCoach.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Course attended	

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:

Julie Strange, Administration Manager, UCoach: [julie.strange@ucoach.org.uk](mailto:julie.strange@ucoach.org.uk)