

SLQ Complaints Policy and Procedure

Introduction

This document sets out our complaints policy and procedure and is aimed at our Centres, learner/delegates* and all interested parties who encounter a direct or indirect service from SLQ as part of a qualification or award.

*The definition of a learner/delegate is an individual who is registered onto a SLQ 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 with us 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/delegate 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/delegates, members of the public or Centre's may wish to make in relation to the qualifications, awards and associated services offered by Sports Leaders UK/SLQ.

In addition, if an individual is unhappy about the way an assessment has been delivered and conducted and has exhausted the Centre's internal appeals process they can appeal to SLQ using the Appeal process. If you suspect malpractice or maladministration may have occurred in relation to our qualifications, you should notify us of your concern in accordance with the Whistleblowing policy and procedure.

It is not to be used to cover appeals in relation to decisions made by SLQ. These areas are covered by our Appeals Policy. 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.

The Centre's responsibility for dealing with complaints from learners

The Centre should take all reasonable steps to ensure that staff involved in the management, assessment and quality assurance of our qualifications, and the learners/delegates, are aware of the contents of the SLQ policy.

In addition, the Centre must have their own organisational complaint handling procedure and appeals process in place to deal with complaints from learners/delegates about your services. This should enable an individual to access a complaints procedure where the issue can be heard and resolved as required through the Centre.

If an individual is unhappy about a service or activity being delivered by a Centre it must first go through the Centre's complaints process before bringing the matter to SLQ.

If an individual is still unhappy with a service or activity once the Centre's complaint policy has been exhausted the individual can bring the issue or complaint to SLQ using this policy.

If an individual believes that maladministration or malpractice is occurring at a Centre the individual should report this through the policy and procedures outlined in the SLQ Whistleblowing policy.

How should I complain about an SLQ service issue?

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, normally within **one month** of the event you are complaining about and send it to the address at the end of policy.

Learner/delegates 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 SLQ qualification should have exhausted the Centre's own complaints process before bringing the complaint to SLQ.

However, learner/delegates can make the complaint directly to us in exceptional circumstances where they feel there was a significant breach by the Centre of our procedures. This will be considered and may be referred to our whistleblowing process.

If I complain what details do I have to give?

When you contact us, please provide us with the following information: -

- Date of complaint
- Complainant name and contact details
- Brief description of complaint - including identifying key dates and individuals that have been spoken to.

The complaint should be sent to contact@sportsleaders.org.

What will happen to my complaint?

We will acknowledge receipt of your 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 in an appropriate timeframe.

What if I am not happy with the reply?

If you are still unhappy with the decision taken by SLQ in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which are outlined in our Appeals Policy. This will be directed to an Independent Review Panel as outlined in the Appeals Policy.

Complaints brought to our attention by the regulators

Where the regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect SLQ qualifications.

Successful complaints and/or issues brought to our attention by the regulators

If any part of your complaint is upheld, we will respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- (a) Identify any other learner/delegate who has been affected by that failure
- (b) Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- (c) Ensure that the failure does not recur in the future
- (d) Issue sanctions and/or action plans to identify areas for Centre improvement

Contact us

If you've any queries about the contents of the policy, please contact our Customer Services Manager, Telephone: 01908 689180 or via email: policies@slqskills.org or via post to: SLQ Sports Leaders, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA.