



Lancashire Football Association Learner Complaints Procedure July 2022 – July 2023

Should learners wish to complain about any services provided by Lancashire Football Association 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 Lancashire Football Association they may take their complaint to the 1st4sport Quality Management Team (QMT).

It is ultimately the responsibility of the Head of the Centre, Colin Greenall, to ensure that this procedure is published and accessible to all personnel, learners 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 learners who commence courses/programmes in their area.

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. Learners should voice their complaint within 20 working days of the identified issue with which they are dissatisfied.

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 Lancashire Football Association Learner Complaints Form to Colin Greenall, Lancashire Football Association, The County Ground, Thurston Road, Leyland PR25 2LF. Learners should use the complaint form to provide a detailed account of their grievance. The Complaints Officer will write 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 QC (where required) and other members of personnel, and will write to the learner 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
Colin Greenall, Coach Education Manager
Lancashire Football Association, Thurston Road, Leyland PR25 2LF
01772 624000



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 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, learners should click on 'information for learners' 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



Lancashire Football Association Learner Complaint Form

Stage 1

Before completing this form, learners 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

Learners 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:	
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Please return this form to: Colin Greenall, Coach Education Manager, Lancashire Football Association, The County Ground, Thurston Road, Leyland PR25 2LF.