

Learner Complaints against Recognised Centre Policy

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Learners have the right to make complaints against British Weight Lifting or staff that work there. The procedure outlined within this policy must be followed in order for a complaint to be considered.

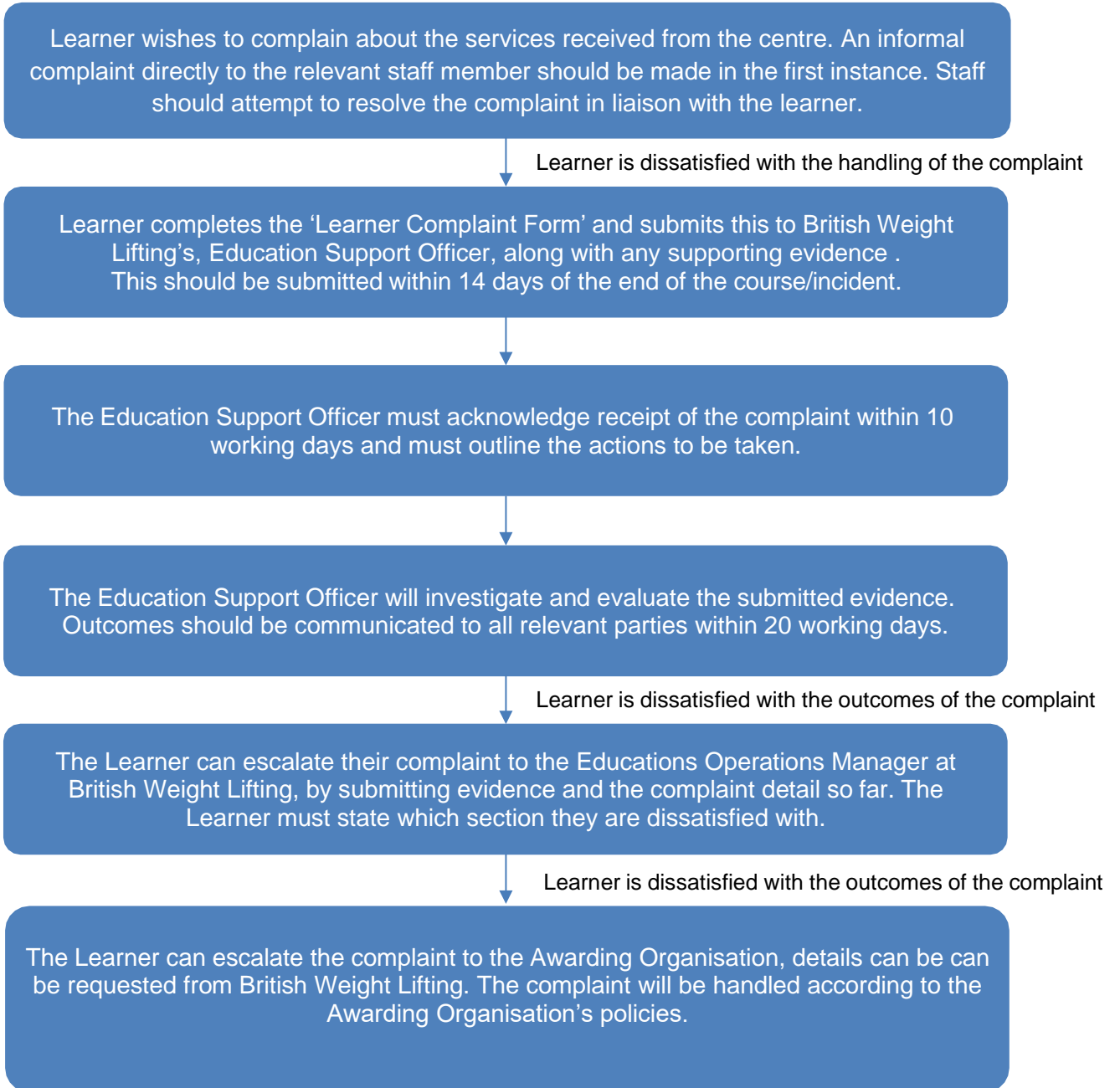
The Head of Centre, Ashleigh Smeaton, is responsible for ensuring that this policy is published, implemented and accessible to all personnel, learners and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

Learners should be made aware of this policy at the start of their course/programme and the policy should be easily accessible (website).

Learners wishing to make a complaint against the recognised centre must do so within 14 days of the end of the course or incident. We advise learners to keep copies of all documents relating to the complaint. The following procedure should be followed by learners wishing to submit a complaint.

Note: Learners wishing to appeal against an assessment decision should follow the 'Learner Appeals against Assessment Decisions' Policy.

Complaint Submission Procedure



Learner Complaint Form

Learners must complete this form and submit it to the Education Support Officer within 14 days of the end of the course/incident:

Learner's name	
Learner registration number	
Address	
Email address	
Contact number	
Date of course	
Date complaint submitted	
Name of staff member against whom the complaint is being made	

Describe the reasons for your complaint as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of achievement, observation checklists, feedback from the assessor etc.). Learners should retain a copy of this form.

Reason for the complaint	
Learner signature	
Date	

To be completed by the Education Support Officer:

Date of Complaint Investigation			
Investigation Details			
Outcome (tick one only)			
Complaint upheld			
Complaint not upheld			
Where the complaint is upheld, please indicate subsequent remedial action			
Education Support Officer signature		Date	

In the event that malpractice or maladministration is identified the Education Support Officer, should inform the Education Operations Manager immediately, who will inform the Awarding Organisation.