



## **Learner Complaints Procedure**

Should learners wish to complain about any services provided by the British Wrestling Association Ltd (BWA), they are advised to follow the procedure below. In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by the BWA, they may take their complaint to the 1<sup>st</sup>4sport Quality Management Team (QMT).

It is ultimately the responsibility of the Head of Centre, Craig Anthony, BWA CEO, to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties. However, the quality co-ordinators (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 course/programme or any assessment 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 tutor/assessor, the complaint should be submitted in writing using the BWA's Learner Complaints Form to the BWA CEO. 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 findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

Craig Anthony (BWA CEO)  
41-43 Great Clowes Street  
Salford  
M7 1RQ

### **Stage 3**

If learners have followed Stage 1 and/or Stage 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding body (1<sup>st</sup>4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1<sup>st</sup>4sport complaints procedure can be accessed online via [www.1st4sportqualifications.com](http://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:  
Quality Management Team  
FAO: Quality Assurance Officer  
1<sup>st</sup>4sport Qualifications  
Coachwise Ltd, Chelsea Close  
Off Amberley Rd  
Leeds LS12 4HP  
Email: [gmt@1st4sportqualifications.com](mailto:gmt@1st4sportqualifications.com)



## 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):	

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: Malcolm Morley, BWA Chair, 12 Westwood Lane, Chesterfield, Derbyshire S43 1PA

