



## **Learner Complaints Procedure Version Three – 15<sup>th</sup> November 2023**

### **1. Scope**

Surrey Cricket Foundation is recognised as a centre with 1st4sport Qualifications and also with the England and Wales Cricket Board.

1st4sport Qualifications is an awarding organisation recognised and regulated in England by the *Office of Qualifications and Examinations Regulation* (Ofqual), who also regulate vocational qualifications in Northern Ireland. 1st4sport are further regulated in Wales by *The Welsh Government* and in Scotland by SQA Accreditation.

The England and Wales Cricket Board (ECB) is the single national governing body for all cricket qualifications in England and Wales established to create a unified body responsible for the management and development of every form of cricket for men and women.

In operating as a recognised centre for the above organisations Surrey Cricket Foundation is approved to deliver the following qualifications:

<b>1st4sport Awarded Qualifications</b>	<b>ECB Awarded Qualifications</b>
<ul style="list-style-type: none"><li>• ECB Foundation Coach</li><li>• ECB Core Coach</li></ul>	<ul style="list-style-type: none"><li>• ECB Support Coach</li></ul>

Surrey Cricket Foundation have established this procedure to ensure that learners who wish to complain about any activities related to the management of the organisation or the delivery of qualifications are able to do so. Any enquiries in the deployment of this policy should be directed to the Surrey Cricket Foundation Complaints Officer



Surrey Cricket Foundation Complaints Officer

Alastair Hughes

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## **2. Statement**

### **2.1 Commitment**

Surrey Cricket Foundation endeavours to offer a high-quality service to all learners operating in accordance with legislation, regulation, 1st4sport and ECB expectations.

In the event that a learner wishes to complain about any aspect of our services, they should follow the complaints procedure within 14 days of the incident occurring. Surrey Cricket Foundation aims to acknowledge all written complaints within ten working days of receipt; conducting a thorough investigation. Updates or outcomes will be communicated to all relevant stakeholders within/every 25 working days.

In the unlikely event that learners exhausts this procedure and remain dissatisfied with the decision made by Surrey Cricket Foundation, they may take then report their complaint to the *1st4sport Risk Manager* (refer to stage 3).

For those who have completed an ECB qualification, this decision is considered to be final. For 1st4sport qualifications only, where a learner remains dissatisfied after the complaint outcomes, they then have a right to take the matter to the appropriate regulator<sup>1</sup>.

### **2.2 Procedure**

#### **Stage 1**

An informal, verbal 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. The tutor/assessor is required to:

1. Log all complaints received
2. Log all activities undertaken in order to remedy the situation
3. Log the date that outcomes were confirmed verbally to the learner (within 25 working days of receipt of the complaint).

All of this is required to be report to the Complaints Officer to ensure appropriate records are maintained.

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<sup>1</sup> Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

## 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<sup>2</sup> using the Surrey Cricket Foundation Learner Complaints Form to the Complaints Officer

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Learners should use the Complaints 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 a thorough investigation which will be relevant to the nature of the complaint. Investigation activities might include a review of:

- communications
- learner records of achievement/work/portfolios/observation checklists,
- testimonies from participants, learners, tutors, assessors, internal verifiers, external verifiers, other staff or relevant third parties,
- internal/external verification reports
- audit mechanisms (registers of learners, course authorisation, registers of achievement or any other records or documentation).

An evaluation of the information collected will be completed and outcomes determined once evidence has been triangulated. Updates or outcomes will be communicated to all relevant stakeholders within/every 25 working days.

## Stage 3

If learners have followed Stage 1 and/or 2 of the complaints procedure and remain dissatisfied with the outcome, they have the right to take their complaint to 1st4sport Qualifications within 20 working days of the decision being communicated to them.

To do this the learner should access, complete and submit the 1st4sport appeals report form via <https://www.1st4sportqualifications.com/> in *About Us* having selected complaints.

**For ECB awarded qualifications, outcomes confirmed during this stage are considered to be final.**

<sup>2</sup> The complaint should be submitted to [Insert name of CCB] within writing within 14 days of the incident occurring or alternatively within 14 days of receipt of the outcomes of the tutor/assessor decision as the informal stage.



**Stage 4**

If learners who have completed a 1st4sport awarded qualification have followed Stage 3 of the complaints procedure and remain dissatisfied with the outcome, they have the right to take their complaint to the appropriate regulator.

<b>Ofqual</b>	<a href="http://ofqual.gov.uk/">http://ofqual.gov.uk/</a>	<b>The Welsh Government</b>	<a href="http://wales.gov.uk/">http://wales.gov.uk/</a>
<b>CCEA</b>	<a href="http://www.rewardinglearning.org.uk/">http://www.rewardinglearning.org.uk/</a>	<b>SQA Accreditation</b>	<a href="http://www.sqa.org.uk/">http://www.sqa.org.uk/</a>

**3. Monitoring and review**

Surrey Cricket Foundation have in place a standardised and systematic monitoring process to ensure the relevance of this procedure. In addition any data which is collected which relates to the implementation of this procedure will be used to inform the ongoing management of our organisation and delivery of qualifications.

This procedure will be reviewed on 15<sup>th</sup> November 2025 unless regulation changes or supporting data identifies that a review is required sooner.