



## **Complaints Policy**

Our complaints policy and procedure is aimed at our partners, learners and all interested parties who encounter a direct or indirect service from Sporting Futures Training and Educational Futures/UKLtd

We value all our learners, schools and partners who with us at a professional level and our aim every day is to exceed the expectations of our partners.

We are confident of providing a high quality service and would be extremely disappointed if this is not the case.

Therefore, 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 you may have with us immediately so that we may address them and learn lessons.

Key in any event would be to contact the Directors of Sporting Futures without delay and our aim would be to resolve any complaint to a satisfactory conclusion within 48 hrs. The procedure would be to contact your Mentor/Tutor/Assessor and the complaint will come through to The Directors of Sporting Futures Training/Educational Training and we will aim to resolve the complaint within 48HRs.

Contact : Tel : 01438 791068

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# **SPORTING FUTURES TRAINING**