



Complaints Policy Sporting Futures Training UK Ltd

Key Contact: Jilleaton1@sportingfutures.com **TEL: 01438 791068**

Our complaints policy and procedure are aimed at our partners (Employers), learners, parents and all interested parties who encounter a direct or indirect service from Sporting Futures Training UK Ltd.

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

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.

For Learners there is a specific staged process as shown but the first step would be to contact your Mentor/Tutor/Assessor and the complaint will come through to The Directors of Sporting Futures Training and we will aim to resolve the complaint within 48HRs.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Sporting Futures Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit and dealt with in the most appropriate, professional manner).

Contact: Tel: 01438 791068

Jilleaton1@sportingfutures.com

J.Pountney@sportingfutures.co.uk

If all avenues with Sporting Futures Training have been exhausted, then the ESFA as the body who fund Government Apprenticeships can be contacted, please see address below and a link to the website for further information relating to ESFA Complaints Policy:

And should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

Customer Service Team,

Education and Skills Funding Agency

Cheylesmore House


Quinton Road

Coventry CV1 2WT

Helpdesk @manage-apprenticeships.gov.uk – 0800 0150600

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Review date: January 2022 Version 2 1

Signed:  To be reviewed: January 2023

Detailed Complaints Procedure



Complaints Procedure

LEARNERS:

Should learners wish to complain about any services provided by Sporting Futures Training UK Ltd 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, Sporting Futures Training UK Ltd, they may take their complaint to either the Awarding Body if it is qualification related, or ESFA for any Apprenticeship complaints.

It is ultimately the responsibility of the Director, Jill Eaton, to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties. It will be published on the website: www.sportingfuturestraining.co.uk in the policies section

Stage 1

An informal complaint can be made to the learner's tutor/mentor. The tutor/mentor 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/mentor sufficient time to investigate or remedy the grievance. Learners should voice their complaint within 20 working days of occurrence of grievance i.e., 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 to their tutor/mentor, the complaint should be submitted in writing using the Sporting Futures Training UK Ltd Learner Complaints Form to, Sporting Futures Training UK Ltd and Jill Eaton. Learners should use the complaint form to provide a detailed account of their grievance. The Complaints Officer, Jill Eaton, 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, Jill Eaton, will carry out an investigation, which will involve the relevant parties, 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
Jill Eaton - Director
Business Technology Centre
Bessemer Drive, Stevenage, Herts SG1 2DX

Stage 3

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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 if it is qualification related, or,

As above, if all avenues have been exhausted and a Learner or Employer feel they would like more action taken related to their complaint for Apprenticeship provision they can take the next step and complain to the ESFA details shown below:

And should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

Customer Service Team,

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry CV1 2WT

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Stage 3 Complaints should be sent to:

The relevant Awarding Body if it is qualification related, or ESFA for any Apprenticeship complaints:

Jill Eaton will signpost individuals to correct body:

Jilleaton1@sportingfutures.com

There is a further escalation pathway for the learners to access if their complaint is related to the qualification and the Awarding Body – if a learner is not happy with the outcome of the complaint having dealt with the Awarding Body, then the escalation procedure will be that the complaint will progress to the accountable Regulatory Body- OFQUAL.

If, the complaint is Apprenticeship related and with regards to an appeal of an End Point Assessment decision – Sporting Futures Training UK Ltd will support the Learner and employer in contacting the relevant End Point assessment organisation and will adhere to the processes as recognised by the EPAO for any appeal related decisions.

Employers / Associated Parties – Complaints Procedure:

The above process will be followed, the main difference being that in the first instance Employers/Associated Parties may discuss any issue with the key point of contact i.e., SFT Tutor, but will have direct access to the Directors to discuss any potential grievance and it would be hoped to resolve any issues within 48hr period if possible.



Complaint Form

Stage 1

Before completing this form, all parties 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

All parties who have a grievance are required to complete this form and forward it to the Complaints Officer – Jill Eaton at the address below or via email: Jilleaton1@sportingfutures.com

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	

Describe the nature of your complaint as fully as possible:

**SPORTING FUTURES
TRAINING**

Please attach an additional sheet is necessary.			
Signature of complainant:		Date:	

Please return this form to: Jill Eaton, Business Technology Centre, Bessemer Drive Stevenage, Herts SG1 2DX (*Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Sporting Futures Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit and dealt with in the most appropriate, professional manner).*



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