



Complaint Procedure

Procedure for a complaint against a tutor / assessor

This procedure relates to aspects connected to the delivery of a course at the Ascent Training Centre.

The procedure for an appeal against the assessment decision can be found in the appeal's procedure for the Ascent Training Centre.

Complaints dealt with under this procedure will relate to all aspects of delivery and will include areas such as:

- Ineffective delivery by the tutor
- Omission in respect of the syllabus to be covered
- Inappropriate activities by the tutor including behaviour which may cause concern or offence
- Irregularities in the way in which the course is organised, delivered or assessed.

Complaints may be made during a course or at the end. They need to be made in written form only.

The first stage in the complaints procedure is to the tutor and should be made in writing stating clearly the nature of the complaint. The letter should be dated and signed and a copy sent to the Ascent Training Centre for the attention of the Training Manager. Where the Training Manager is the course tutor the letter should be sent to the Centre Manager of Stevenage Swimming Centre.

The tutor is required to respond to the complaint within 10 days with a copy to the Training Manager / Centre Manager.

If the complainant is not satisfied with the outcome of the complaint to the tutor the Training manager / Centre Manager should be requested to investigate the matter further.

If the complainant is not satisfied with the outcome of the complaint to the tutor and the Training Manager / Centre Manager the complaint should be forwarded to the Internal Verifier for consideration and for response.



If the complainant is not satisfied with the outcome of the complaint to the Internal Verifier all correspondence should be forwarded to the Governing Body for the course for consideration and response. The Governing Body will be the final means of the complaint.