

## **Lawn Tennis Association Coach Qualification Learner Complaints Reporting and Handling Procedure for Level 4 and 5 Courses**

This policy applies only to coach qualification courses that are provided by the Lawn Tennis Association (the 'LTA'). Any complaints regarding a coach qualification course that has been delivered by an external course provider, must go directly to them in the first instance.

Any individual who attends or carries out a coach qualification course (a 'learner') and wishes to complain about the course must do so within 14 working days of the Qualification end date or the date of any assessment with which they are dissatisfied.

Should a learner wish to complain about any services relating to a course provided by the LTA they should follow the procedure stated below.

## **Complaint Procedure**

If the complaint cannot be resolved informally to the satisfaction of a learner, or if a learner feels that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing to the Coach Qualification Manager at the LTA using the Complaints Form set out below.

A learner should provide a detailed account of their grievance. The Coach Qualification Manager will write to the learner to acknowledge receipt of the complaint within 10 working days of receipt of the complaint and outline the course of action to be taken.

The Coach Qualification Manager will carry out an investigation, and will write to the learner within 20 working days of the date of the acknowledgement of receipt with the findings and a decision as to whether the complaint was justified.

Complaints should be sent to:

Coach Qualification Manager, Lawn Tennis Association, National Tennis Centre, 100 Priory Lane, Roehampton, London, SW15 5JQ

## Learner Complaints Form

As set out above in the complaints procedure a learner is required to complete this form and send it to the Coach Qualification Manager to make a formal complaint to the LTA if they are still dissatisfied after having made an informal complaint to their assessor.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Event Authorisation Number (EAN)(if applicable)	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary

Learner's signature		Date	
---------------------	--	------	--

Please return this form to:

Coach Qualification Manager, Lawn Tennis Association, National Tennis Centre, 100 Priory Lane, Roehampton, London, SW15 5JQ