

Learner Complaint Against Coach Development Centre

The purpose of this procedure is to provide a process for learners who wish to make a complaint against a Coach Development Centre (CDC) or a member of their staff.

In the first instance a learner should follow the Coach Development Centre complaints process. The LTA will not consider an escalated complaint until the Coach Development Centre's procedure has been completed.

Definition of a Complaint

A complaint is submitted by a learner when they believe the service they have received from the Coach Development Centre falls below the expected level of acceptability. Examples could include:

- Conduct of staff not deemed to reach the expected level
- Service provided by the Coach Development Centre has not reached the expected level



Complaints Procedure

If the complaint cannot be resolved directly with the Coach Development Centre to the satisfaction of the learner, an escalated complaint should be submitted in writing within 15 working days of receiving the initial complaints decision from the Coach Development Centre. The complaint should be sent to the LTA Coach Education and Qualifications Lead using the Complaints Procedure set out below.

