LTA Coaching Qualification Learner Complaints Reporting Procedure

This procedure applies only to coaching Qualification/CPD courses that are provided by the Lawn Tennis Association (the 'LTA'). Any complaints regarding any aspect of a Qualification/CPD course that has been delivered by a Coach Development Centre must go directly to them in the first instance.

Should an individual (known as a 'learner') wish to complain about any services relating to a coaching course provided by the LTA they should follow the procedure stated below.

Definition of a Complaint

A complaint is submitted by a learner who has attended an LTA Qualification/CPD course when they believe the conduct of staff or service has not been deemed to reach the expected level of acceptability.



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 to the LTA Coach Education and Qualifications Lead using the Complaints Procedure set out below:

LTA Coach Education and Qualifications Lead writes to learner acknowledging receipt of complaint within 10 working days of receipt of the complaint and outlines the course of action to be taken

LTA Coach Education and Qualifications Lead will investigate complaint and will write to 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. The decision is final.

