

Learner Complaints Procedure

Should learners wish to complain about any services provided by Strength and conditioning education, they are advised to follow the procedure stated below.

Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor 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/assessor sufficient time to investigate or remedy the grievance. Learners should voice their complaint within 20 working days of the course/programme or 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/assessor, the complaint should be submitted in writing to info@strengthandconditioningeducation.com. Learners should provide a detailed account of their grievance. Customer Service Team will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.