



## 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**

In the event a learner is dissatisfied with a product or service received by Strength and Conditioning Education, a complaint should be submitted in writing to [info@strengthandconditioningeducation.com](mailto:info@strengthandconditioningeducation.com) where receipt will be acknowledged within 2 working days. An investigation into your complaint will be carried out and a full response will be sent to you within 10 working days.

Please note, you should log your complaint within the timeframes outlined below:

**Practical sessions:** If your complaint relates to a practical session you have attended, you should log your complaint within one month of attendance. Complaints received after this timeframe may not be accepted

**All other complaints:** For any other complaint relating to the course you have enrolled onto; complaints must be submitted no later than 3 months after certification has been achieved. Complaints received after this timeframe may not be accepted.

### **Stage 2**

If the learner is unhappy with the response issued by Strength and Conditioning Education, then the next stage would be to appeal the decision.

Learners should request an appeal form in writing from customer service [info@strengthandconditioningeducation.com](mailto:info@strengthandconditioningeducation.com) to provide a detailed account of their complaint. Strength and Conditioning Education will respond to acknowledge receipt of the appeal within 2 working days before beginning an investigation. Following the investigation, Strength and Conditioning Education will then respond with a final decision within 8 weeks.

**The appeal form must be completed by the person making the complaint/appeal**