

Complaints Policy

1. Introduction

This Complaints Policy for Strength and Conditioning Education outlines the procedures and processes in place to address and resolve complaints related to its education programs. The policy aims to provide a fair and transparent mechanism for individuals to raise concerns and seek resolution in a timely manner.

2. Policy Statement

- a) **Open Communication:** Strength and Conditioning Education is committed to maintaining open lines of communication and welcomes feedback and complaints as opportunities for improvement. We value the experiences and perspectives of all participants in our education programs and are dedicated to addressing concerns in a professional and equitable manner.
- b) **Fair Treatment:** We are committed to treating all complaints seriously, impartially, and with respect for the individuals involved. Complaints will be handled confidentially, and appropriate measures will be taken to ensure the privacy and protection of all parties throughout the complaint resolution process.

3. Scope of the Policy

- a) **Applicability:** This policy applies to all individuals involved in education programs offered by Strength and Conditioning Education, including students, staff members, instructors, and other relevant stakeholders.
- b) **Types of Complaints:** Complaints can relate to various aspects of our education, including but not limited to instructional quality, assessment practices, student support, program administration, discrimination, or other matters affecting the educational experience.

4. Complaint Procedures

- a) **Informal Resolution:** Individuals are encouraged to initially address their concerns informally, where appropriate, by discussing the issue with the relevant staff member, instructor, or program coordinator. Informal resolution attempts should be made within a reasonable timeframe after the incident or concern arises.
- b) **Formal Complaint:** If an issue remains unresolved or if the nature of the complaint warrants a formal procedure, individuals may submit a written complaint to the Customer Experience Manager who can be emailed on info@strengthandconditioningeducation.com. The complaint should clearly state the nature of the complaint, relevant details, and any supporting documentation or evidence.
- c) **Complaint Submission:** Complaints should be submitted in writing via email, letter, or through any designated complaint submission process provided by Strength and Conditioning Education. Complaints should include the complainant's contact information for communication purposes.

- d) **Complaint Acknowledgement:** Strength and Conditioning Education will acknowledge receipt of the complaint within a specified timeframe, informing the complainant of the steps and expected timeline for resolution.
- e) **Investigation and Resolution:** The complaint will be thoroughly investigated by a designated individual or committee within Strength and Conditioning Education. The investigation may involve gathering additional information, interviewing relevant parties, and reviewing relevant documents or evidence.
- f) **Timely Resolution:** Strength and Conditioning Education is committed to resolving complaints in a timely manner. The length of the investigation and resolution process will depend on the complexity of the complaint, but every effort will be made to provide a response and resolution within a reasonable timeframe.
- g) **Communication of Outcome:** Once the investigation is complete, the complainant will be informed of the outcome in writing. The outcome may include any remedial actions taken, changes implemented, or recommendations for further action.

5. Appeal Process

- a) **Right to Appeal:** If the complainant is dissatisfied with the outcome or handling of the complaint, they have the right to appeal. The appeals process will be clearly communicated to the complainant, outlining the steps, timelines, and contact information for initiating an appeal.
- b) **Review of Appeal:** The appeal will be reviewed by an independent individual or committee within Strength and Conditioning Education who was not involved in the initial complaint resolution process. The appeal will be considered based on the information provided, including any additional evidence or documentation.
- c) **Appeal Outcome:** The outcome of the appeal will be communicated to the complainant in writing, providing a final decision on the matter. The decision reached through the appeals process will be considered final and binding, marking the conclusion of the complaint resolution process.

6. Records and Documentation

- a) **Record-Keeping:** Strength and Conditioning Education will maintain accurate records of all complaints received, including details of the complaint, investigation, and resolution. These records will be securely stored and maintained for a specified period in accordance with applicable data protection and privacy laws.
- b) **Anonymity and Confidentiality:** Confidentiality will be maintained throughout the complaint process to protect the privacy and anonymity of all parties involved. Information related to the complaint will only be shared with individuals directly involved in the investigation and resolution process on a need-to-know basis.

7. External Remedies

- a) **External Authorities:** If the complainant believes that their complaint has not been adequately addressed or resolved internally, they have the right to seek recourse through external regulatory or accrediting bodies, where applicable.
- b) **Regulatory Bodies:** Information regarding relevant external authorities or regulatory bodies that oversee Strength and Conditioning Education may be provided to complainants upon request, enabling them to pursue further action if desired.

8. Support and Protection

- a) **Protection against Retaliation:** Strength and Conditioning Education will not tolerate any form of retaliation against individuals who raise a complaint in good faith. Measures will be taken to protect complainants from any adverse consequences resulting from their participation in the complaint resolution process.
- b) **Supportive Environment:** Strength and Conditioning Education is committed to maintaining a supportive environment for all individuals involved in the complaint resolution process. Access to support services, such as counselling or guidance, may be offered to individuals who require assistance during the process.

9. Review and Improvement

- a) **Policy Review:** This Complaints Policy will be regularly reviewed to ensure its effectiveness and alignment with best practices. Feedback from complainants, staff members, and relevant stakeholders will be considered in policy revisions, with the aim of enhancing the complaint resolution process and addressing emerging needs.
- b) **Communication and Awareness:** Strength and Conditioning Education will communicate this Complaints Policy to all relevant stakeholders, including students, staff members, and instructors, to ensure awareness of the procedures and avenues available for raising complaints.

By implementing this Complaints Policy Strength and Conditioning Education aims to establish a transparent and accountable process for addressing concerns and complaints. The policy underscores our commitment to open communication, fairness, and continuous improvement, ultimately enhancing the quality and experience of our education.