

Complaints Policy

1. Introduction

This **Complaints Policy** for **Strength and Conditioning Education (SCE)** outlines the procedures and processes in place to address and resolve complaints related to its education programmes.

The policy aims to provide a fair, transparent, and accessible mechanism for individuals to raise concerns and seek resolution in a timely manner, in line with UK legal and regulatory expectations.

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 and are dedicated to addressing concerns in a professional and equitable manner.

b) **Fair Treatment**

All complaints will be handled fairly, consistently, and impartially, in line with the principles of natural justice.

We will ensure that no individual is treated less favourably for raising a complaint, in accordance with the **Equality Act 2010**.

Complaints will be handled confidentially, with appropriate measures taken to protect the privacy of all parties.

3. Scope of the Policy

a) **Applicability**

This policy applies to all individuals involved in SCE programmes, including:

- Students
- Staff members
- Instructors
- Contractors and stakeholders

b) **Types of Complaints**

Complaints may relate to (but are not limited to):

- Instructional quality
- Assessment and grading
- Student support

- Programme administration
- Discrimination, harassment, or unfair treatment
- Facilities or learning environment

4. Complaint Procedures

a. Informal Resolution

Where appropriate, individuals are encouraged to raise concerns informally with the relevant staff member or instructor.

This should normally take place **within 10 working days** of the issue arising.

b) Formal Complaint

If the issue is not resolved informally, a formal complaint may be submitted in writing to the **Customer Experience Manager** at:

info@strengthenhandconditioningeducation.com

The complaint should include:

- Full details of the issue
- Relevant dates and individuals involved
- Supporting evidence (where available)
- Desired outcome

c) Complaint Acknowledgement

- Complaints will be acknowledged within **5 working days**
- The complainant will be informed of the process and expected timelines

d) Investigation and Resolution

- A designated individual will investigate the complaint impartially
- This may include reviewing evidence and speaking with relevant parties
- All parties will have the opportunity to present their account

e) Timescales

- Investigations will normally be completed within **20 working days**
- Where delays occur, the complainant will be informed and updated

f) Outcome Communication

The outcome will be communicated in writing and may include:

- Findings of the investigation
- Actions taken
- Recommendations or improvements

5. Appeal Process

a) Right to Appeal

If dissatisfied with the outcome, the complainant may appeal within **10 working days** of receiving the decision.

b) Appeal Review

- Appeals will be reviewed by an independent person not involved in the original investigation

- The review will consider:
 - Procedural fairness
 - New evidence (if applicable)
- c) **Appeal Outcome**
The final outcome will be provided in writing within **15 working days**.
This decision will be final.

6. Records and Documentation

- a) **Record-Keeping**
Accurate records of all complaints will be maintained, including:
 - Nature of complaint
 - Investigation process
 - Outcome
 - Records will be retained securely in line with the **Data Protection Act 2018** and **UK GDPR**.
- b) **Confidentiality**
All information will be handled confidentially and shared only on a need-to-know basis.

7. External Remedies

- a) **External Escalation**
If a complainant is not satisfied with the internal process, they may escalate the complaint to relevant external bodies (where applicable), such as:
 - Awarding organisations
 - Professional or regulatory bodies
 - Ombudsman services (if applicable)
- b) **Information Provision**
Details of relevant external bodies will be provided upon request.

8. Support and Protection

- a) **Protection from Retaliation**
SCE will not tolerate retaliation against any individual raising a complaint in good faith.
- b) **Support**
Where appropriate, support will be offered during the complaints process. We will also make **reasonable adjustments** to ensure accessibility for individuals with disabilities or additional needs.

9. Review and Improvement

- a) **Policy Review**
This policy will be reviewed **annually** to ensure compliance with UK legislation and best practice.

b) **Continuous Improvement**

Feedback and complaint trends will be analysed to:

- Identify recurring issues
- Improve services and delivery
- Enhance the learner experience

c) **Communication and Awareness**

This policy will be:

- Published on the website
- Included in learner and staff handbooks
- Communicated during induction

Strength and Conditioning Education is committed to a transparent, fair, and accessible complaints process. This policy supports continuous improvement and ensures that all individuals are treated with respect, fairness, and consistency.