

Complaints Procedure

Candidates have the right to complain about any aspects of course organisation and delivery they feel does not meet Education Departments exacting standards. Candidates may complain if the following occur:

- Ineffective delivery by the Course Tutor / Assessor
- Omission in respect of the syllabus to be covered
- Inappropriate activities by the Course Tutor / Assessor including any behaviour which may cause concern or offence
- Irregularities in the way in which the course is organised, delivered or assessed.

Complaints may be made during or at the end of the course. If a complaint is made following course completion it must be in writing to **basketballscotland** within 14 days of the end of the course.

Complaints should be made in writing stating clearly the nature of the complaint. The letter should be dated and signed, and a copy sent to the Coaching Development Manager.

The Coaching Development Manager is responsible for liaising with appropriate delivery staff, endeavoring to resolve the issue. The Course Tutor/ Assessor is then required to respond within 14 working days.

If the complainant is not satisfied with the outcome of the complaint to the Course Tutor / Assessor, then they should request that the Coaching Development Manager investigates the matter further. If a candidate does not feel he / she is able to complain directly to the Coaching Development Manager, then they should put their complaint in writing directly to the Head of Education and Development.

The findings of the independent arbitrator will be documented and communicated to the complainant.