

## BallZone Learner Complaints Procedure

The BallZone Learner Complaints Procedure has been written for learners who may consider that they have a complaint about any of the products, services or delivery provided by BallZone. For issues relating to the outcome of assessments of qualifications offered by BallZone, please refer to our Appeals Procedure.

If the complaint relates to a qualification and in the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by BallZone, they may escalate their complaint to the 1st4sport Quality Management Team (QMT).

BallZone will ensure this procedure is published and made accessible to all centre personnel, learners and any relevant third parties.

The Learner Complaints Procedure is broken down into the following stages:

### Stage 1

#### *For the Learner*

Where possible a complaint should be made by the learner via the trainer leading the programme of learning.

In all cases learners should record and lodge their complaint(s) within 20 working days, using the BallZone *Learner Complaint Form*, which can be found on page 2.

#### *For the Trainer*

The Trainer should record the complaint with the learner where possible and attempt to agree a way forward and/or an amicable solution. Trainers should log any discussions and/or resolutions and feedback to BallZone using the *Trainer Log* on page 3.

### Stage 2

#### *For the Learner*

If the complaint cannot be resolved via Stage 1, or if the learner feels that they cannot make an informal complaint to their trainer, the complaint should be submitted in writing within 20 working days of the course, using the BallZone *Learner Complaints Form* on page 2. Any complaints should be submitted to BallZone at the address below.

BallZone will acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. BallZone will carry out an investigation involving relevant personnel, and will write to the learner within 20 working days of receipt with the findings and a decision as to whether the complaint is justified.

All complaints should be sent to:

BallZone – Complaints  
B12.3 Tameside House  
Tameside Business Park  
Windmill Lane  
Denton  
M34 3QS

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BallZone – Learner Complaint Form

Learner Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment:	
Name of Trainer:	
Event Authorisation Number (EAN): (if applicable)	

Describe the nature of your complaint as fully as possible:			
Please attach an additional sheet is necessary.			
Signature of complainant:		Date:	

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Trainer Log

Trainer:				
Product:		Recognised centre:	BallZone Limited	
Event Reference:		Venue/site:		
Learner name:				
Feedback:				
Signature of trainer:			Date:	