



CRICKET WALES COMPLAINTS PROCEDURE

Approved Centre Procedure

If you have a complaint about your course, our customer service or the behaviour or performance of an employee you should follow the stages below in an attempt to seek a satisfactory resolution of your complaint. Please read all the suggested stages below and decide which is most appropriate for the nature of your complaint.

Stage 1

We would suggest that you make an informal complaint to your tutor or course organiser. Your tutor/course organiser will then discuss the complaint with you and attempt to agree a way forward or a solution that is acceptable to both parties. You may have to allow your tutor/the person sufficient time to investigate or remedy your grievance and they will agree timescales to speak to you again about it. At the end of this time and following further discussions or actions we hope that an amicable solution will have been found to your concerns. If it has not been resolved you are encouraged to progress to stage 2.

Informal complaints should be made to the Course Tutor

Stage 2

If the initial complaint cannot be resolved informally via the Stage 1 process, or if you do not considered it appropriate to discuss the issue informally, the complaint should be submitted in writing to the centre's Key Contact or other identified person in authority.

Formal written complaints should be made to:

Jeremy Cartwright, c/o Cricket Wales, Swalec Stadium, Cardiff CF11 9XR

e-mail: jeremy.cartwright@cricketwales.org.uk or 'phone: 07837 068939

In your written complaint you are encouraged to give a detailed account of your grievance and provide copies of appropriate supporting documentation if required. Full details at an early stage will assist our prompt investigation.

We will acknowledge, in writing, all written complaints within 5 working days and outline the course of action that we will be taking. We will carry out an investigation of your complaint and write to you within one calendar month with our findings and a decision as to whether the complaint is justified/supported and a summary of what action we propose taking to resolve the issue, if required.

If your complaint is found to be justified we may offer recompense which might vary from an apology to reimbursement of fees or services and a variety of other options considered to be appropriate dependant on the nature of the complaint. We are required to retain records of all complaints for a minimum period of two years. If you are not able to find a satisfactory resolution to your complaint you should proceed to stage 3.

Stage 3

If you have followed Stage 1 and/or 2 of this complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to our awarding body – 1st4sport Qualifications (where the complaint concerns services related to a qualification awarded by 1st4sport Qualifications). To progress stage 3 you are encouraged to access the awarding body's complaints procedure from:

1st4sport Qualifications	Tel: 0113 290 7610
Coachwise Ltd	Fax: 0113 231 9606
Chelsea Close	E-mail: enquiries@1st4sportqualifications.com
Off Amberley Road	Web: www.1st4sportqualifications.com
Armley	
Leeds LS12 4HP	