



## **MultiSports Guildford – Leadership Skills Foundation Qualifications (LSF) Complaints Policy and Procedure**

MASL Complaints policy	
Issue: SL8	
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Owner: Director, The MultiSports Group	

This document lays out our complaints policy and procedure for LSF, learners and all interested parties who are participating in courses delivered at The MultiSports Group, MultiSports Guildford School.

\*The definition of a learner is an individual who is registered onto a LSF qualification.

Delivering courses of a high standard is important to MultiSports Guildford and it's learners and as such, if you feel you have encountered a level of service that is below both yours and our expectations we ask that you raise any concerns with us immediately so that we may address them and make necessary changes.

### **When is this policy reviewed?**

This policy will be reviewed bi-annually or as necessary due to updated guidance from LSF or other regulatory authorities.

### **What is this policy for?**

This policy covers complaints that learners, parents of learners or members of the public may wish to make in relation to the course management and delivery of Leadership Skills Foundation qualifications or awards offered by MultiSports Guildford.

In addition, if an individual is unhappy about the way an assessment has been delivered and conducted and has exhausted the MultiSports Guildford internal appeals process they can appeal to LSF using their Appeals process. If you suspect malpractice or maladministration may have occurred in relation to our qualifications, you should notify MultiSports Guildford and LSF of your concern in accordance with the MultiSports Malpractice and maladministration policy.

Appeals in relation to decisions made by MultiSports Guildford following an unsuccessful complaint should be made to LSF following their Appeals procedure.

### **MultiSports Guildford's responsibility for dealing with complaints from learners**

MultiSports Guildford will take all reasonable steps to ensure that staff involved in the management, delivery, assessment and quality assurance of the Leadership Skills

Foundation qualifications, and the learners are aware of the requirements for the courses as laid out by LSF. Information of which can be found on the LSF website and in the LSF Centre manual and in the Learner, Evidence Record books.

MultiSports Guildford has a complaint and appeal procedure and process in place to deal with complaints from learners about the delivery and assessment of courses. This is to enable an individual to access a complaints procedure where the issue can be heard and resolved as required.

If an individual is unhappy about a service or activity being delivered by MultiSports Guildford, it must first go through the MultiSports Guildford complaints process before taking the matter to LSF.

If an individual is still unhappy with our service and the MultiSports Guildford complaint policy has been exhausted, the individual can take the issue or complaint to LSF using their complaints policy.

If an individual believes that maladministration or malpractice is occurring at MultiSports Guildford, the individual should refer to our maladministration and malpractice policy and make a complaint accordingly.

### **How should I complain about the delivery or assessment of a Leadership Skills Foundation course?**

The MultiSports Guildford Tutor Assessor, internal verifier and Principal (Leadership Skills Foundation centre manager) are approachable, open to feedback and will do their best to assist in solving any issue or potential issue that arises in general or in particular relation to the delivery and assessment of the Leadership Skills Foundation courses. In the first instance, you should try to sort out any problem at the earliest opportunity by speaking to the course tutor / assessor. If they cannot help or you wish to speak to someone else, you can ask to speak to the Principal in charge.

If this is not possible, or if you are not satisfied with the help offered at the time, please send a written complaint, normally within **one month** of the event you are complaining about and send it to the address at the end of policy.

Learners, parents of learners or members of the public who wish to complain about the standard of course delivery or assessment provided by MultiSports Guildford should have exhausted the MultiSports own complaints process before taking the complaint to LSF.

However, a complaint can be made directly to LSF in exceptional circumstances where it is felt that there was a significant breach made by MultiSports Guildford.

### **What information needs to be included in a written complaint?**

If you are writing to us with a complaint, please include the following information: -

- Date of complaint
- Complainant name and contact details
- Brief description of complaint – including dates and information about verbal conversations about the complaint, whom they were with and when.
- The complaint should be sent to [guildford@multisports.co.uk](mailto:guildford@multisports.co.uk)

### What will happen to my complaint?

You will receive and acknowledgement of your complaint and be informed who will be dealing with it. We aim to investigate the complaint within **14 working days**. If your complaint is more complex or involves people who are not available at the time, we may extend this. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

### What if I am not happy with the outcome?

If you are still unhappy with the decision made by MultiSports Guildford after your complaint has been dealt with, you can, where relevant, take the matter to LSF using their Appeal arrangements which are outlined in the LSF Appeals Policy.

### Successful complaints

If any part of your complaint is upheld, we will give reasonable consideration to the changes that need to be implemented in order to rectify the problem and prevent a similar situation arising in the future. You will be informed of the changes that will be put in place and the timescale in which this will happen.

In situations where a complaint indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- (a) Identify any other learner who has been affected by that failure
- (b) Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- (c) Ensure that the failure does not recur in the future
- (d) Issue sanctions and/or action plans to identify areas for improvement

### Contact us

If you've any queries about the contents of the policy, please contact The MultiSports group support staff on 07704 675554 or via email: [enquireis@multiSports.co.uk](mailto:enquireis@multiSports.co.uk) or via post to: 37 Littleworth, Wing, Leighton Buzzard, Bedfordshire. LU7 0JX.