

BRITISH CANOEING AWARDING BODY COMPLAINTS PROCEDURE

1 WHAT TO DO IF YOU HAVE A COMPLAINT

Our goal is to give excellent service to everyone but we recognise that occasionally things do go wrong. We take all complaints we receive seriously, and aim to resolve all problems promptly. To ensure that we provide the kind of service you should expect of us, we welcome your feedback.

What will happen if you complain?

- We will acknowledge your complaint within 5 working days.
- We aim to resolve complaints as quickly as possible.

Most concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update within 10 working days of receipt of your complaint and give you an expected date of response.

We also have a 'British Canoeing Awarding Body Appeals and Enquiries Policy' which may be applicable if you have an assessment or an award delivery issue.

In the first instance, seek a resolution from the department dealing with your initial query. If you are dissatisfied with any aspect of the handling of your query we would then encourage you, to contact the management of the department concerned.

If you wish to make a formal complaint, you can write or telephone, whichever suits you, and ask your management contact to review the problem. If you remain unhappy with the decision you receive, you may write to Lee Pooley, Responsible Officer, BCU AB, British Canoeing, National Watersports Centre, Holme Pierrepont, Nottingham NG12 2LU.

who will review the matter at a senior level and give a final decision.