

British Canoeing Awarding Body Complaints Procedure

What to do if you have a complaint

This document explains how to make a complaint to the British Canoeing Awarding Body (BCAB). We aim to provide good service, but we know things can go wrong. If you are unhappy, you can tell us. We will respond quickly and work to fix the problem.

What happens when you complain:

- We will tell you we have received your complaint within 5 working days.
- We will try to fix the problem as quickly as possible.
- If we need more time, we will tell you within 10 working days. We will also tell you when you can expect a full response.

Assessment or award issues:

- If your complaint is about an assessment or award, our 'British Canoeing Awarding Body Appeals and Enquiries Policy' may apply.

Step-by-step complaint process:

1. **Talk to the Delivery Centre (Paddles Up Training/Paddle Cymru/Paddle Northern Ireland/Paddle Scotland):** First, speak to the relevant Delivery Centre with your initial query. Try to resolve the issue with them.
2. **Ask for a second opinion:** If you are not happy with how the Delivery Centre has handled your query, you can ask that the Delivery Centre Responsible Officer reviews the problem.
3. **Final review:** If you are still unhappy, write to or email the British Canoeing Awarding Body:

The Responsible Officer
British Canoeing Awarding Body
National Water Sports Centre

Adbolton Lane
Holme Pierrepont
Nottingham NG12 2LU
Email: enquiries@britishcanoeingawarding.org.uk

The Responsible Officer will review your complaint and give a final decision.

Delivery Centre contact details

Paddles Up Training:

Email: hello@paddlesuptraining.org.uk

Telephone: 0300 0119 500

Paddle Cymru:

Email: admin@paddlecymru.org.uk

Telephone: 01678 521199

Paddle Northern Ireland:

Email: admin@paddleni.org.uk

Telephone: 028 9543 8094

Paddle Scotland:

Email: hello@paddlescotland.org.uk

Telephone: 01887 292040

This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	D3 D4 I2
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