

BRITISH CANOEING AWARDING BODY

COMPLAINTS PROCEDURE

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 the 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 Delivery Centre 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 Delivery Centre 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
British Canoeing Awarding Body
National Water Sports Centre
Adbolton Lane
Holme Pierrepont
Nottingham NG12 2LU

Email: lee.pooley@britishcanoeing.org.uk
Telephone: 0115 8966586

The Responsible Officer will review the matter at a senior level and give a final decision.

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