

Volleyball England Candidate Complaints Procedure

Should candidates wish to complain about any services provided by Volleyball England they are advised to follow the procedure stated below. In the unlikely event that candidates exhaust this procedure and remain dissatisfied with the decision made by Volleyball England, they may take their complaint to the 1st4sport Quality Management Team (QMT).

It is ultimately the responsibility of the Head of the Centre, Louise O'Reilly, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Stage 1

An informal complaint can be made to the candidate's tutor/assessor. The tutor/assessor should discuss the complaint with the candidate and attempt to agree a way forward or a solution that suits both parties. Candidates should allow the tutor/assessor sufficient time to investigate or remedy the grievance. Candidates should voice their complaint within 20 working days of the course/programme or any assessment with which they are dissatisfied.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of candidates, or if candidates feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Volleyball England Candidate Complaints Form to Richard Harrison, Volleyball England. Candidates should use the complaint form to provide a detailed account of their grievance. The Complaints Officer will write to candidates to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the relevant QC (where required) and other members of personnel, and will write to the candidate within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

Appeals Officer: Roman Neveykin
Volleyball England, Loughborough University, SportPark, 3 Oakwood Drive, Loughborough,
Leicestershire, LE11 3QF

Stage 3

If candidates have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport complaints procedure can be accessed online via www.1st4sportqualifications.com. On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 complaints should be sent to:

Address: Quality Management Team
FAO: Quality Assurance Officer
1st4sport Qualifications
Coachwise Ltd, Chelsea Close
Off Amberley Road
Leeds LS12 4HP
Email: qmt@1st4sportqualifications.com

Volleyball England Candidate Complaint Form

Stage 1

Before completing this form, candidates are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

Stage 2

Candidates are required to complete this form and forward it to the Complaints Officer.

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment:	
Event Authorisation Number (EAN): (If applicable)	

Describe the nature of your complaint as fully as possible:	
Please attach an additional sheet is necessary.	
Signature of complainant:	Date:

Please return this form to: Richard Harrison, c/o Volleyball England, SportPark, Loughborough University, 3 Oakwood Drive, Loughborough Leicestershire, LE11 3QF

Volleyball England Candidate Appeals Procedure

Candidates wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre, Louise O'Reilly, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the candidate is recommended to put the appeal in writing using the Volleyball England Candidate Appeals Form 1 provided. The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Volleyball England QC and the Appeals Officer, Richard Harrison, to retain with the centre's assessment and appeals records.

Stage 2

If candidates remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Volleyball England Appeals Officer within 14 working days of the Stage 1 process, using the Volleyball England Candidate Appeals Form 2.

The Appeals Officer will write to the candidate to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant QC specific to the qualification, and will write to the candidate within 20 working days with the findings and a decision as to whether the appeal was justified.

Candidates are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie candidate evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

Appeals Officer: Roman Neveykin
Volleyball England, Loughborough University, SportPark, 3 Oakwood Drive, Loughborough,
Leicestershire, LE11 3QF

Upon receipt of the appeal the Appeals Officer will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal verifier and/or relevant QC may review/reassess the candidate's work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the candidate by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the candidate an opportunity for a resit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Candidate Appeal Form 2.

The decision will also be communicated to the original assessor and also the assessor/internal verifier and QC who assisted in Stage 2 of the appeal. Copies of records of appeals are retained with the assessment and appeals records. Volleyball England will retain records of appeals for a minimum period of five years.

Stage 3

If candidates have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport appeals procedure can be accessed online via www.1st4sportqualifications.com. On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 appeals should be sent to:

Address: Quality Management Team
FAO: Quality Assurance Officer
1st4sport Qualifications
Coachwise Ltd, Chelsea Close
Off Amberley Road
Leeds LS12 4HP
Email: gmt@1st4sportqualifications.com

Volleyball England Candidate Appeal Form 1

Stage 1

The candidate may use this form to appeal against the outcomes of an assessment decision to the assessor.

Candidate's name:	
Date of assessment:	
Name of assessor (against whose decision the appeal is being made):	

Nature of the Appeal:

Details of Original Assessment Decision:			
Candidate's signature:		Date:	

To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Candidate:		Date:	

Volleyball England Candidate Appeal Form 2

Stage 1

Before completing this form, candidates must follow Stage 1 of the appeals procedure, by appealing to the assessor who made the assessment decision.

Stage 2

Candidates are required to complete this form and forward it to an appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Candidate name:	
Candidate registration number:	
Date appeal submitted:	
Address:	
Email address:	
Contact number:	
Date of assessment:	
Name of assessor: (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (eg candidate evidence, record of feedback from the assessor involved). Candidates should keep a copy of this form.

Type of Assessment and Nature of the Appeal
Please attach an additional sheet, if necessary.

Details of Original Assessment Decision	
Please attach an additional sheet, if necessary.	
Signature of candidate:	Date:

Please return this form to: [insert name of Appeals Officer and full address of where appeals should be sent].

To be completed by the Appeals Officer

Date of appeals meeting:			
Meeting attendees:			
Details of the meeting:			
Outcome of the Meeting			
Uphold the original assessment decision			
Offer the candidate an opportunity for a resit/reassessment free of charge			
Overturn the original decision			
Signed			
Appeals Officer:		Date:	
Candidate:			