

Europe Netball COMPLAINTS Policy

1. OPENING STATEMENT

Europe Netball is committed providing an efficient and high standard of service to all of our learners. We take every care to ensure that all aspects of our service meet user expectations, however we are aware that there may be occasions when we do not meet expectations and action may be required to address any issues.

1. PURPOSE

- To ensure everyone has the right to raise a complaint if they are unhappy with any element of the service and how to do so
- Implement a clear and precise complaints procedure
- Ensure complaints are dealt with promptly and efficiently
- Ensure the complainant receives a clear explanation of the outcome and any action taken
- Review any complaints and feedback received to help improve our products and service
- Review complaints to improve our quality assurance standards
- Define the timescales the complainant can expect to wait for an outcome.

This policy should not be used for any dissatisfaction relating to assessment decisions; such queries should be referred to the Europe Netball Appeals Policy.

2. RESPONSIBILITIES

Europe Netball coaching and officiating leads

Europe Netball coaching and officiating leads have the following responsibilities within the complaints policy:

- Ensure tutors and assessors are aware of how to raise a complaint
- Ensure learners are aware of how to raise a complaint
- Take reasonable actions to prevent complaints
- Ensure the procedures for a complaint are followed correctly within the specified timescale
- Investigate the relevant individuals and/or evidence impartially
- Inform the relevant parties of any complaint outcome
- Monitor feedback and/or complaints including the reasons and outcomes.

Tutor

The tutor has the following responsibilities within the complaints policy:

- Remain up-to-date with relevant organisation policies
- Refer to the complaints policy when required
- Try and resolve any dissatisfaction or concerns via the informal complaints process where possible
- Support centre personnel by providing any required statements, feedback, paperwork etc for complaints investigations
- Feedback any concerns or issues to the Europe Netball coaching/ officiating leads

Assessor

The assessor has the following responsibilities within the complaints policy:

- Remain up-to-date with relevant awarding organisation policies
- Refer to the complaints policy when required
- Try and resolve any dissatisfaction or concerns via the informal complaints process where possible

- Support centre personnel by providing any required statements, feedback, paperwork etc for complaints investigations
- Feedback any concerns or issues to the Europe Netball coaching/ officiating leads

Internal Quality Assurer

The IQA has the following responsibilities within the complaints policy:

- Remain up-to-date with relevant awarding organisation policies
- Refer to the complaints policy when required
- Try and resolve any dissatisfaction or concerns via the informal complaints process where possible
- Support centre personnel by providing any required statements, feedback, paperwork etc for complaints investigations
- Feedback any concerns or issues to Europe Netball coaching/ officiating leads

3. PROCEDURE

Informal Complaint

Individuals are encouraged to discuss any complaints with centre personnel, who where possible will look to resolve the issue. Alternatively, the learner or centre personnel may wish to discuss any problems with the tutor/assessor, this may be via face-to-face discussions, email, letter or phone call. The Europe Netball coaching/ officiating leads will offer help and guidance on how to resolve an informal complaint, however if the workforce member/assessor are unable to come to an agreed solution with the complainant a formal complaint will be required.

Formal Complaint

If the complainant is unable to resolve the issue via the informal process they will need to submit the information to Europe Netball in writing, including any supporting evidence to:

Lauren Hoare at: lauren.europe.netball@gmail.com

The complainant will receive an acknowledgement of receipt within 7 days of submission of the complaint.

The Europe Netball coaching/ officiating leads will review the complaint and if further investigation is required, may request the assistance of an impartial internal quality assurer (IQA) acting as an adjudicator. Europe Netball aim to notify the complainant and any relevant parties of the outcome within 28 days from the submission of the written complaint. In the event that the investigation is more complex and takes longer than 28 days, the relevant parties will be informed of the extension period before the 28-day period is reached.

Referral

If the complainant is not satisfied with the outcome they may refer their complaint to chair of the Europe Netball Board.

4. MONITORING AND REVIEW

This policy and its implementation will be reviewed annually or at the point of any proven occurrences of malpractice or maladministration.

Agreed date: 30.04.2024 Signed by: *Catherine Lewis* Role: Chair Europe Netball