

Appeals and Complaints

An appeal is where a participant seeks a review of an academic decision made by CPTSA/Sports Leaders

A complaint is where a participant feels that the level of service or treatment they have received from CPTSA/Sports Leaders has fallen short of what might be reasonably expected

This document sets out our complaints policy and procedures and is aimed at our learners/delegates. It is important that you raise any concerns immediately should you feel that you have encountered a service that is below your expectations

CPTSA aims to resolve all complaints at the earliest possible stage. CPTSA will adhere to the complaints procedures policy to ensure a straightforward and impartial process that allows a full and fair investigation, respects confidentiality and deliver an effective response.

If an individual is unhappy about the way an assessment has been delivered and conducted and has exhausted the CPTSA internal appeals process, they can appeal to SLQ (Sports Leader) using the appeals process.

If you want to make a complaint, please provide the following details:

- Date of complaint
- Complainant name and contact details
- Brief description of complaint
- Complaint should be sent to enquiry@cptsa.co.uk

We will acknowledge receipt of your complaint within 5 working days.

We will aim to investigate the complaint within 20 working days. We may extend this should your complaint be more complex. We may contact you during this time to seek further information. At the end of the investigation we will contact you to inform you of our decision.

Please contact us if you have any queries about the contents of this policy – enquiry@cptsa.co.uk