Learner Complaints Policy

(Learner Complaints against Recognised Centre)

Extract from: Training Centre Policy Appendix

Revised: v1.5 October 2026

Designated Complaints Officer: Andrew Crossley
Writer/reviewer of this policy: Graham Creaton

Learners have the right to make complaints against Cycle North or staff that work there. The procedure outlined within this policy must be followed in order for a complaint to be considered.

The Head of Centre is responsible for ensuring that this policy is published, implemented and accessible to all personnel, learners and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

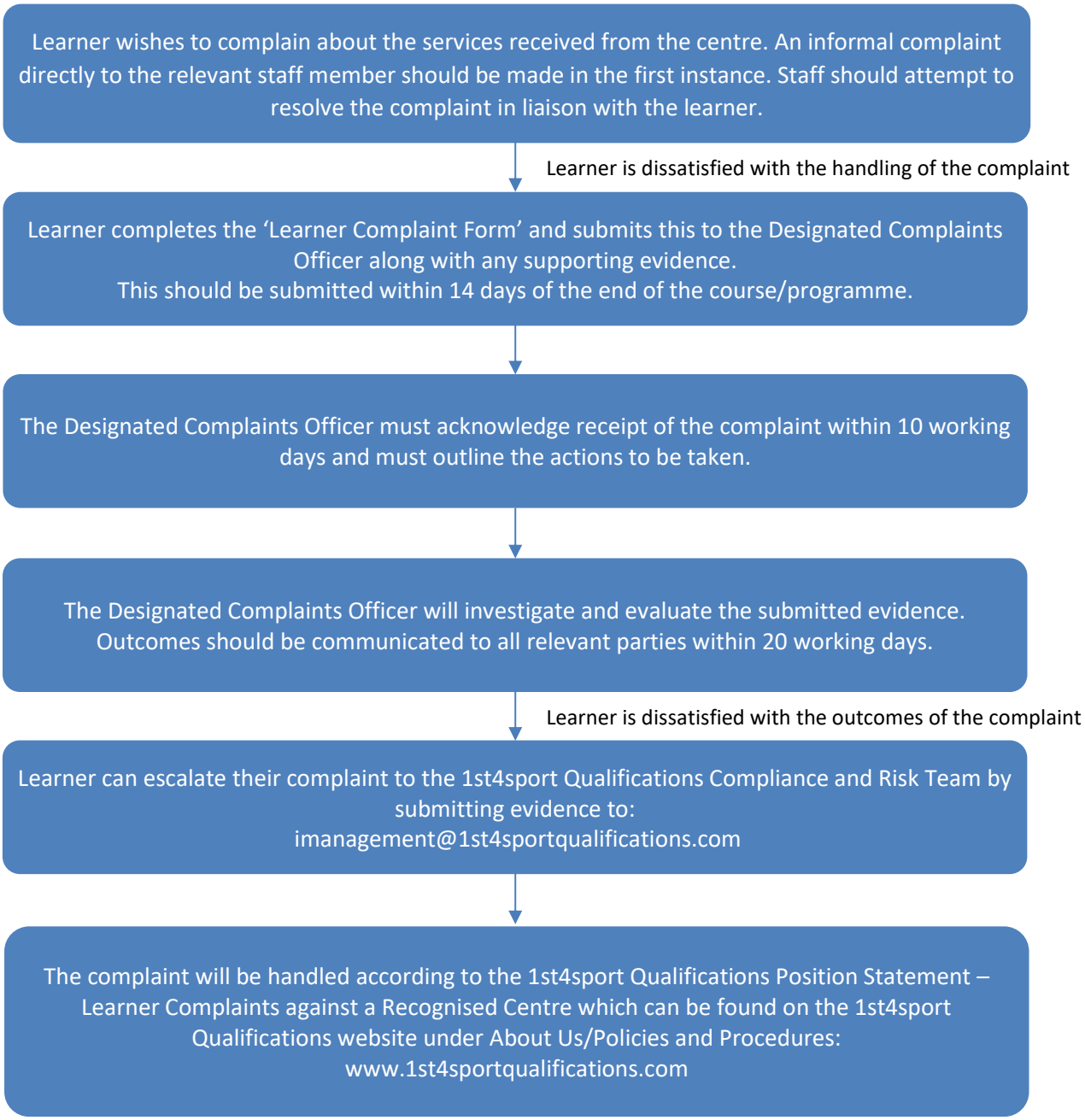
Learners should be made aware of this policy at the start of their course/programme and the policy should be easily accessible (website, intranet, booklets).

Learners wishing to make a complaint against the recognised centre must do so within 14 days of the end of the course/programme. We advise learners to keep copies of all documents relating to the complaint. The following procedure should be followed by learners wishing to submit a complaint.

Note: Learners wishing to appeal against an assessment decision should follow the 'Learner Appeals against Assessment Decisions' Policy.

Cycle North
HEART, Bennett Rd., Headingley, Leeds, LS6 3HN

Complaint Submission Procedure



Cycle North
HEART, Bennett Rd., Headingley, Leeds, LS6 3HN

Learner Complaint Form

Learners must complete this form and submit it to the Designated Complaints Officer within 14 days of the end of the course/programme.

Learner's name	
Learner registration number	
Address	
Email address	
Contact number	
Date of course/programme	
Date complaint submitted	
Name of staff member against whom the complaint is being made	

Describe the reasons for your complaint as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of achievement, observation checklists, feedback from the assessor etc.). Learners should retain a copy of this form.

Reason for the complaint			
Learner signature		Date	

To be completed by the Designated Complaints Officer.

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Date of Complaint Investigation			
Investigation Details			
Outcome (tick one only)			
Complaint upheld			
Complaint not upheld			
Where the complaint is upheld, please indicate subsequent remedial action			
Designated Complaints Officer signature		Date	
Learner signature[1]		Date	

In the event that malpractice or maladministration is identified the Designated Complaints Officer should inform the 1st4sport Qualifications Compliance and Risk Team who will then investigate following the 1st4sport Qualifications Position Statement – Malpractice and Maladministration.

[1] Signing this form does not necessarily indicate agreement with the decision but is an acknowledgement of receipt of the outcomes.