

## **LTA Coaching Qualification Learner Complaints Reporting Procedure**

This procedure applies only to coaching Qualification/CPD courses that are provided by the Lawn Tennis Association (the 'LTA'). Any complaints regarding any aspect of a Qualification/CPD course that has been delivered by a Coach Development Centre must go directly to them in the first instance.

Should an individual (known as a 'learner') wish to complain about any services relating to a coaching course provided by the LTA they should follow the procedure stated below.

### **Definition of a Complaint**

A complaint is submitted by a learner who has attended an LTA Qualification/CPD course when they believe the conduct of staff or service has not been deemed to reach the expected level of acceptability.



## Complaint Procedure

If the complaint cannot be resolved informally to the satisfaction of a learner, or if a learner feels that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted to the LTA Coach Education and Qualifications Lead using the Complaints Procedure set out below:

