



Bedfordshire Football Association Limited

Century House, Skimpot Road, Dunstable, Beds LU5 4JU
Tel: 01582 565111 Fax: 01582 565222
www.bedfordshirefa.com

Complaints / Appeals Procedure

1. In the event of a candidate having a grievance with the Bedfordshire County F.A., or an employee of the Bedfordshire County F.A. with regards to the delivery or training for the course leading to a qualification, the candidate should first contact the Course Director to air this grievance.
2. If the candidate is unable to gain satisfaction from this then an outline and rationale for the grievance should be forwarded to the Course Organiser at the Bedfordshire County F.A. supported by the candidates full name, the 1st4sport course number and their 1st4sport candidate number (if applicable).
3. Following receipt of a grievance the Internal and External verifiers will be asked to investigate the allegations, the outcome of which will be presented to the Bedfordshire County F.A. Development Department and the following outcomes may result:
 - Grievance justified – further investigation and an appropriate action plan developed. Candidate will receive an offer to re-take the course or receive a full refund.
 - Grievance not justified – no action taken
4. If the candidate is unhappy with the outcome of the appeal from the Bedfordshire County F.A. they are advised to follow the appeals procedure of 1st4sport Qualifications. Details of which will be in their course pack.

Candidate Appeal Against Outcomes of Assessment

1. Where candidates wish to appeal against the assessment outcome provided by tutor / assessors employed by the Bedfordshire County F.A, they should follow the above procedure and the following outcomes may result:
 - Grievance justified – the candidate will be given another assessment opportunity
 - Grievance not justified – no action taken – assessment outcome confirmed
2. If the candidate is unhappy with the outcome of the appeal from the Bedfordshire County F.A. they are advised to follow the appeals procedure of 1st4sport Qualifications. Details of which will be in their course candidate pack.
3. Where candidates wish to appeal against an assessment outcome provided by external assessors employed by 1st4sport Qualifications, they are advised to follow the appeals procedure of 1st4sport Qualifications. Details of which will be in their course candidate pack.