



Complaints Procedure

Candidates have the right to complain about any aspects of course organisation and deliver they feel does not meet Education Departments exacting standards. Candidates may complain if the following occur:

- Ineffective delivery by the Course Tutor / Assessor
- Omission in respect of the syllabus to be covered
- Inappropriate activities by the Course Tutor / Assessor including any behaviour which may cause concern or offence
- Irregularities in the way in which the course is organised, delivered or assessed.

Complaints may be made during or at the end of the course. If a complaint is made following course completion it must be in writing to the Scottish Gymnastics office within 14 days of the end of the course.

Complaints should be made in writing stating clearly the nature of the complaint. The letter should be dated and signed and a copy sent to the Education Programme Manager (EPM) at Scottish Gymnastics, Caledonia House, 1 Redheughs Rigg, South Gyle, Edinburgh, EH12 9DQ. The EPM is responsible for liaising with appropriate delivery staff, endeavouring to resolve the issue.

If the complainant is not satisfied with the outcome of the complaint to the Course Tutor/Assessor then they should request that the EPM investigates the matter further. At this point it may be appropriate for the Performance Coach Development Manager (PCDM) to be notified. If a candidate does not feel he / she is able to complain directly to the EPM then they should put their complaint in writing directly to the PCDM.

The findings of the independent arbitrator will be documented and communicated to the complainant.

Complaints to SQA

Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of Scottish Gymnastics complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

- assessment decisions (use Appeals or Post-results Services)
- the wider experience of being a candidate (eg support services, facilities)

[See SQA's Customer Complaints and Feedback web page](#)