

There are 3 stages in the complaints procedure and each stage must be fully complete before proceeding to the next one. You are advised to keep copies of all the documents used in the complaints procedure.

## **Stage 1 ("on-the-spot" solutions)**

If you are still completing your course you must first contact your tutor who will ensure that your concerns are dealt with fairly and quickly. You should raise your concerns within 7 days of the matter in question. Your tutor will fully investigate your concerns and address accordingly. If your complaint is about your tutor and it would be inappropriate to discuss the matter with him/her you may begin with Stage 2.

## **Stage 2**

If you are not satisfied with the outcome of stage 1 or if you are no longer on your course please contact the LA Training team at [enquiries@la-training.com](mailto:enquiries@la-training.com) where your concerns will be investigated. A response will be sent to you within 5 working days.

## **Stage 3**

If you are not satisfied with the outcome of Stage 2 you will need to compile the complaint in a form of a letter detailing the complaint, history and any witnesses, this will assist in reaching a speedy conclusion to the complaint. A response to your appeal will be sent to you within 28 days.

All complaints at stage 3 must be sent to the address below:

Leisure Active Training  
20 John Street  
Mumbles  
Swansea  
SA3 4LH

Procedure reviewed: 20/08/18