

LTA Coaching Qualification Learner Complaints Reporting Procedure

This procedure applies only to coaching and officiating 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 Workforce 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 or officiating 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 WDC/tutor, the complaint should be submitted to the LTA using the Complaints Procedure set out below:



LEARNER COMPLAINTS PROCESS

LEARNER COMPLAINT AGAINST THE LTA

STAGE 1

Learner approaches WDC in first instance

STAGE 2

If not satisfied, learner completes the [LTA Learner Complaints Form](#)

STAGE 3

The LTA will respond within 10 days of receipt of the completed form and will outline the course of action

STAGE 4

The LTA will investigate and write to the learner within 20 days with the decision as to whether the complaint was justified. The LTAs decision is final