



# Paddles UP TRAINING

# Complaints Procedure

## Paddles Up Training Complaints Procedure

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## **Introduction**

It is the goal of Paddles Up Training (PUT) to provide excellent customer service, awards and products but we recognise that occasionally, things do go wrong. We take all complaints we receive seriously and aim to resolve all problems promptly. To ensure that we provide the kind of service you should expect of us, we welcome your feedback. This document outlines the process followed when we receive complaints and what to do if you are unhappy with the outcome

## **What will happen if you complain?**

We will acknowledge your complaint within 5 working days.

Whilst most concerns can be resolved quickly, occasionally more detailed enquiries are needed. Within 10 working days of receipt, we will contact you with a response or an update giving you an expected date of response.

## **How to make a complaint/ Complaints Procedure**

If you are not happy with your experience with PUT we would encourage you to:

1. In the first instance, you could try to seek a resolution with the course provider or the member of staff you are working with.
2. If the issue has not been satisfactorily resolved you can escalate your complaint by writing to [coaching@paddlesuptraining.com](mailto:coaching@paddlesuptraining.com)
3. If the use of the above email is not appropriate for the situation you can use this direct link:  
<https://forms.paddlesuptraining.com/live/form/PaddlesUpTrainingForms/formperma/SzPoAt5Kh7-gGyqoY6lGFmBv7SvKOtTFmcgKJf92h9A> This form is submitted to the Responsible Office, Lead Standards Officer and Delivery Centre Lead to ensure the complaint is handled appropriately.

4. If you remain unhappy with the decision you receive, contact [darryll.shaw@paddlesuptraining.com](mailto:darryll.shaw@paddlesuptraining.com), Paddles Up Training's Responsible Officer.

### **How we manage complaints**

This also applies to our management of Appeals, suspected occurrences of Malpractice and Maladministration and Whistleblowing reports received.

Following acknowledgement of the complaint we will identify a suitable investigating officer, normally a member of PUT Staff, Standards Officer or Trainer with occupational competency (if required). They will be responsible for making sure the investigation is carried out efficiently, effectively and in accordance with the procedures in this policy. They will work to establish the facts of the case by reviewing all evidence associated with the case. At all times, we will make sure any personnel assigned to the investigation have:

- The appropriate level of training and competence
- No previous involvement or personal interest in the matter

We will conduct all investigations in a fair, reasonable and legal manner, making sure we consider all relevant evidence without bias. Investigations may include:

- Establishing the facts relating to the allegations in order to determine whether irregularities have occurred
- Identifying the cause of the irregularities and those involved
- Establishing the scale of the irregularities
- Evaluating any action already taken by the Tutor, Assessor, Provider or staff member
- Determining whether remedial action is required to reduce the risk to current registered Learners and to preserve the integrity of the qualification (where relevant)

- Ascertaining whether any action is required in respect of certificates already issued (where relevant)
- Obtaining clear evidence to support any sanctions to be applied to the Assessor, Tutor, Provider or Learner, and/or to members of staff, in accordance with Paddles Up Training [Sanctions Policy](#).
- Identifying any adverse patterns or trends

The investigation may involve a request for further information from relevant parties and interviews with personnel involved in the investigation.

We will:

- Make sure all material collected as part of an investigation is kept secure
- Retain all records and original documentation concerning a completed investigation that ultimately leads to sanctions for at least three years. If an investigation leads to invalidation of certificates, criminal or civil prosecution, all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for a further three years
- Expect all parties, who are either directly or indirectly involved in the investigation, to fully cooperate with us

At any time during the investigation, we reserve the right to impose sanctions on the Assessor, Tutor, Provider, Learner and/ or staff member in accordance with Paddles Up Training [Sanctions Policy](#) to protect the interests of Learners and the integrity of the qualifications.

If the investigation is internal, relating to a member of staff, the investigation summary will be agreed by the Chief Executive Officer, along with the relevant internal managers, HR and appropriate internal disciplinary procedures will be implemented.

If appropriate, we may find that the complexity of a case or a lack of cooperation from a party means that we are unable to complete an investigation. In such circumstances, we will consult the British Canoeing Awarding Body (in the case of BCAB award delivery) or the Paddles Up Training Responsible Officer in order to determine how best to progress the matter.

If a member of our staff is under investigation we may suspend them or move them to other duties until the investigation is complete.

Throughout the investigation, the appointed staff member is responsible for overseeing the work of the investigation team:

- To make sure due process is being followed
- To make sure appropriate evidence has been gathered and reviewed
- For liaising with relevant external parties and keeping them informed

## **Report**

On completion of an investigation, we will produce a summary of the findings and outcomes which will be sent to the parties concerned. The summary will:

- Identify where the breach, if any, occurred
- Confirm the facts of the case
- Identify who is responsible for the breach (if any)
- Confirm an appropriate level of remedial action and/or any sanctions to be applied

If it was an independent/third party that notified us of the suspected or actual case of malpractice, we will also inform them of the investigation outcome – normally within 20 working days of making our decision – in doing so, we may withhold some details

if disclosing such information would breach a duty of confidentiality or any other legal duty.

All parties are welcome to bring a third party to any meetings (virtual or in person). It should be noted that these are there to provide support but should not be used to provide evidence - they should be independent from the process.

We will offer the complainant and the individual who the complaint is regarding support from a different person from the investigating officer if they request it - the role of the support officer is to provide someone to help prepare for the evidence gathering phase and be someone who can listen and hear concerns independently. They will have no formal involvement in the investigation, but are duty bound to pass on to the investigating officer any areas that need investigation or consideration as part of the process.

### **Timescales**

We aim to take action and resolve all stages of any investigation within 20 working days of receipt of the allegations, however, in some cases, the investigation may take longer. Once 20 working days have passed from the receipt of the malpractice or maladministration notification, the relevant staff member will either:

- update the relevant parties on progress and provide an indication of when the investigation may be completed (if the investigation has not yet been completed)

or

- issue a summary of the completed investigation to the relevant parties

### **Outcomes**

If the investigation upholds the complaint or appeal, or confirms malpractice or maladministration has taken place we will consider what action to take in order to:



- Minimise the risk to the integrity of certification now and in the future
- Maintain public confidence in the delivery and awarding of qualifications
- Discourage others from carrying out similar instances of malpractice or maladministration
- Discourage others from behaviours which have breached the standards or codes of conduct
- Ensure there has been no gain from compromising our standards

The action we take may include:

- Imposing actions in relation to Assessor, Tutor, Provider, Learner and/ or staff member with specified deadlines in order to address the instance of malpractice/maladministration or behaviour which led to the complaint and to prevent it from recurring.
- Imposing sanctions on the Assessor, Tutor, Provider, Learner and/ or staff member – if so, these will be communicated in accordance with Paddles Up Training [Sanctions Policy](#) along with the rationale for the sanctions selected.
- If certificates are deemed invalid, inform BCAB why they are invalid and any action to be taken for reassessment and/or for the withdrawal of the certificates. We will also inform the affected Learners, letting them know the action we are taking and that their original certificates are invalid and ask them, when possible, to return the invalid certificates to us.
- We will amend our records to make sure duplicates of the invalid certificates cannot be reissued.
- Amending aspects of our qualification assessment and/or monitoring arrangements and associated guidance to prevent the issue from reoccurring.



- Informing relevant third parties of our findings in case they need to take action in relation to the issue.

In proven cases of malpractice and/or maladministration by an Assessor, Tutor, Provider, Learner and/ or Staff member, we reserve the right to charge for any re-sits and reissuing of certificates and/or additional external monitoring visits, in addition to the costs of the investigation. The fees will be the current prices for such activities, expense fees will be at cost for charges for time, please see the [Delivery Centre Fees](#) document. In addition to the above we will record any lessons learned from the investigation and pass these onto relevant internal colleagues to help prevent similar instances of maladministration or malpractice from reoccurring.

### **What can I do if I am unhappy with the outcome of my complaint?**

If your complaint concerns assessment decisions for Coaching, Leadership or Personal Performance Awards then our [Appeals Procedures](#) may be more applicable.

If you are not happy with the way your complaint has been dealt with, you can consider escalating it to [British Canoeing Awarding Body](#).

### **Policy Review Arrangements**

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

### **Contact us**



If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: [coaching@paddlesuptraining.com](mailto:coaching@paddlesuptraining.com)

Darryll Shaw

Paddles Up Training Responsible Officer

### **Further Reading**

[Appeals Procedures](#)

[British Canoeing Awarding Body](#)