

CAYMAN ISLANDS NATIONAL COACHING ACADEMY

Building Champions On and Off the Pitch

LEARNER COMPLAINTS PROCEDURE

Formal Procedure & Complaint Form for Learners

Edition 2026 · Read alongside Policy 06 - Complaints & Grievance Procedure

Cayman Islands National Coaching Academy · George Town, Grand Cayman, Cayman Islands

LEARNER COMPLAINTS PROCEDURE

1. Purpose

The Cayman Islands National Coaching Academy (CINCA) is committed to providing coaching education of the highest quality. This procedure gives learners a clear, fair, and confidential way to raise a formal complaint when they are dissatisfied with a programme, a service, or the conduct of anyone acting on behalf of the Academy, and sets out how the Academy will respond.

2. Scope

This procedure applies to any learner, participant, coach-in-training, or student enrolled in a CINCA programme, workshop, or course, whether delivered in person, online, or through digital and mobile platforms. It may also be used by a parent or guardian on behalf of a learner under 18. It complements Policy 06 (Complaints & Grievance Procedure) and the Participant Satisfaction & Service Standards (Policy 20).

Note: *complaints that concern the safety or welfare of a child are dealt with under the Safeguarding & Child Protection Policy (Policy 01) and are referred to the Safeguarding Officer without delay.*

3. Our Commitment

In handling every complaint, the Academy will:

- treat the complaint seriously, fairly, and without bias;
- respond within the timeframes set out below and keep the learner informed;
- respect confidentiality and share information only with those who need it;

- ensure that no learner is disadvantaged for raising a complaint in good faith; and
- use what we learn to improve our programmes and service.

4. Definitions

Concern: an informal issue that can usually be resolved quickly through discussion.

Complaint: a formal expression of dissatisfaction that the learner wishes to have investigated and responded to in writing.

5. How the Procedure Works

The procedure has three stages. Most matters are resolved at Stage 1.

STAGE 1 Informal Resolution

Wherever possible, raise the issue first in person or by email with the coach, instructor, or programme coordinator involved so it can be put right quickly. If you are not comfortable doing so, or the matter is serious, you may go straight to Stage 2.

Timeframe: the Academy aims to resolve informal concerns within five (5) working days.

STAGE 2 Formal Complaint

If the matter is not resolved informally, or you wish to make it formal, complete the Learner Complaint Form at the end of this document and submit it to the Academy's administration office using the contact details in Section 9.

What happens next

- We acknowledge your complaint in writing within five (5) working days.
- A reviewing officer (not someone directly involved in the matter) investigates by gathering information, reviewing records, and speaking with those concerned.
- We give you a written decision and the reasons for it within twenty (20) working days of acknowledgement. If more time is genuinely needed, we will tell you why and give a new date.

What to include

Please describe what happened, when and where, who was involved, what you have already done to resolve it, and the outcome you are seeking. Attach any supporting information if you can.

STAGE 3 Appeal

If you are dissatisfied with the Stage 2 decision, you may appeal in writing to the Academy Director within ten (10) working days of receiving it, stating the grounds for your appeal — for example, that the process was not followed, that relevant information was not considered, or that the outcome was unreasonable.

Timeframe: the Academy Director (or an independent reviewer where the Director was involved) will respond within fifteen (15) working days. The decision at this stage is final within the Academy.

6. Anonymous and Third-Party Complaints

The Academy will consider anonymous complaints as far as it reasonably can, although it may be harder to investigate fully or to respond to the complainant. A complaint may also be made by a parent, guardian, or another person on a learner's behalf with the learner's consent.

7. Confidentiality and Records

Complaints are handled discreetly, and information is shared only with those who need it to investigate and resolve the matter or where the Academy is required to act for safeguarding or legal reasons. A confidential record of each complaint, its handling, and its outcome is retained in line with the Confidentiality & Data Protection Policy (Policy 10) and is available for accreditation review.

8. Learning and Improvement

Complaints are a valuable source of feedback. Themes and outcomes are reviewed by the Academy Director and feed into the Participant Satisfaction & Service Standards (Policy 20) and the Curriculum & Content Review Policy (Policy 19), so that issues raised lead to real improvement.

9. How to Contact Us

Formal complaints and appeals should be submitted to the Academy's administration office. Full contact details are set out in Appendix D (Key Contacts) of the CINCA Policy Manual. Complaints relating to a child's safety should be directed to the Safeguarding Officer.

10. Stage Summary

Stage	What happens	Who handles it	Timeframe
1 - Informal	Raise the issue directly to resolve it quickly	Coach/instructor/coordinator	Within 5 working days
2 - Formal	Submit the Complaint Form, investigation, and written decision	Reviewing officer (not involved in the matter)	Acknowledge ≤ 5 days; decision ≤ 20 days
3 - Appeal	Written appeal against the Stage 2 decision	Academy Director / independent reviewer	Response ≤ 15 working days

11. Review

This procedure is reviewed at least annually by the Academy Director, or sooner, where learner feedback or external requirements indicate that change is needed.

LEARNER COMPLAINT FORM

Please complete this form to make a formal (Stage 2) complaint. Write clearly, attach any supporting information, and submit it using the contact details in Section 9 of the procedure. All fields marked with an asterisk (*) are required.

Part 1 - Your Details

Full name *	
Are you the learner, or acting on a learner's behalf? *	
If on behalf of a learner: your relationship	
Email *	
Telephone *	
Programme/workshop	
Cohort or date(s) attended	

Part 2 - Your Complaint

Have you tried to resolve this informally (Stage 1)? * ☐ Yes ☐ No

If yes, with whom and when?	
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What happened? Please describe the events, including dates, times, and locations. *

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Who was involved?**What outcome or resolution are you seeking? *****List any supporting information or documents you are attaching****Part 3 - Declaration**

I confirm that the information I have provided is accurate and complete to the best of my knowledge. I understand that this complaint will be handled in confidence and that I will not be disadvantaged for raising it in good faith.

Signature *	
Date *	

FOR OFFICE USE ONLY

Date received

Complaint reference no.

Reviewing officer

Acknowledgement sent (date)

Stage 2 decision issued (date)

Outcome/action taken

Appeal received? (date, if any)