



NCC Guide Award Appeals & Complaints Procedure

Version 1 March 2022

Stage 1)

Candidate can discuss the decisions or complaint with the provider of the course, this can be completed with a third-party present if required. This is to clarify the exact nature of the appeal for both the candidate and provider.

Should there be no resolution at this point the next stage should be undertaken

Stage 2)

The Candidate is to contact the National Coasteering Charter (NCC) Guide Award Administrator and record an appeal. This should be within 30 days of the course finishing. The contact email is: coasteeringguideaward@gmail.com

The following needs to be included within the email alongside as much detail as possible:

- Full name and date of birth
- Full name of the provider
- Full details of the course: when, where, conditions (if appropriate) etc
- The nature of the appeal

If the complaint or appeal is against the Administrator then please send the same information to the Secretary: coasteeringsecretary@gmail.com

Timescale

Appeals will be acknowledged by the Administrator within 10 working days. A record of all correspondence will be kept to assist both the candidate and the Administrator in coming to a conclusion.

A timescale will be indicated to the candidate as to when they will expect a conclusion to be reached, this will normally be within 30 working days.

Process

An investigation team will be established by the Administrator to include:

- A member of the committee and a NCC Guide Award Provider from a different region.

They will produce a report which will be shared with the NCC committee who will bring in additional technical staff if required.

The Provider (being appealed) will be informed that an appeal has been made.

Once a conclusion has been reached the Administrator will contact both the candidate and provider involved with a report and outcome.