



Delivery Centre
Learner Complaints
Procedures- Addendum
to Paddle Cymru
Complaints Policy



Delivery Centre Learner Complaints Procedures – Addendum to Paddle Cymru Complaints Policy

Last Review:	June 2026
Next Review:	Ongoing

Our goal is to give excellent service to all of our learners, but we recognise that occasionally things do go wrong. We take all complaints we receive seriously, and aim to resolve all of our learners' problems promptly. To ensure that we provide the kind of service you should expect of us, we welcome your feedback.

What to do if you have a complaint about a provider or course you have attended?

How do I complain about a course or provider?

- Your complaint needs to be made in writing. Your complaint should be sent directly to the course provider within 7 days of the course end date and must explain what you are unhappy with. The course provider is expected to reply to you within 3 months of receiving your complaint

What if I am still unhappy with the outcome?

- You will need to send a written complaint to Paddle Cymru via email to admin@paddlecymru.org. The responsible officer will then acknowledge your complaint within 5 working days.
- Following an assessment and investigation, we aim to resolve complaints as quickly as possible but occasionally more detailed enquiries are needed. We will contact you with an update within 10 working days of receipt of your complaint, giving you an expected date of response.
- Once our investigation is concluded we will provide you with a written report detailing our findings and the steps we will be taking as a result of the investigation. Due to the varied nature of the investigations required we are unable to provide firm timelines, but do commit to undertaking any investigation as efficiently as possible.
- If you are unhappy with the response you receive, you may then write to or email British Canoeing Awarding Body:

The Responsible Officer
British Canoeing Awarding Body
National Water Sports Centre
Adbolton Lane
Holme Pierrepont

Nottingham

NG12 2LU

Email: enquiries@britishcanoeingawarding.org.uk

The Responsible Officer will review your complaint and give a final decision.

- This document forms an addendum to the [Paddle Cymru Complaints Policy](#) which should be read in conjunction with this document.

Please note that we do keep a record of all complaints received over the past year to help us improve our internal systems and procedures.