

England Football Learning Complaints Process



England Football Learning is committed to providing a high-quality service to learners and maintaining a relationship of trust, respect and transparency with our community of stakeholders.

Whilst we do everything that we can to make sure learners and stakeholders receive the best service possible, sometimes we may not get things right.

STAGE 1

Email complaint directly to faecomplaints@thefa.com include as much detail as possible and what you feel is the best resolution, this will ensure a speedier response.

You will receive an outcome within
21 working days

Making a complaint

STAGE 2

If you are not happy with the outcome you have received to your complaint, you have the right to appeal. Appeals must be made within 5 working days of receiving the initial complaint outcome.

You will receive an outcome within
14 working days

Appeal

STAGE 3

If you are not happy with the outcome you have received to your complaint, you have the right to appeal. Appeals must be made ***within 5 working days*** of receiving the initial complaint outcome.

You will receive an outcome within
7 working days

Final Stage