



Action Plan

This Action Plan must be electronically completed and submitted in Microsoft Word format to regulation@sqa.org.uk by 3 November 2014.

Issue number	Detail of Issue recorded	Risk rating	Proposed action (Please include a description of your intended methodology and details of the evidence that will be provided.)	Target date for completion	Date Issue closed out (SQA use)
1. Principle 12 and Regulatory Principles Directive 5	The Awarding Body, within key policies, did not reference the circumstances under which a complaint may be taken either to SQA Accreditation or the Scottish Public Sector Ombudsman (SPSO).	Medium	Update the 1st4sport Position Statement on Complaints. Ensure that this makes appropriate reference to SQA Accreditation and the Scottish Public Sector Ombudsman (SPSO).	30.11.2014	