

Complaints Procedure

We are committed to providing a quality level of service at all times. If we make a mistake, or our service does not meet your expectations, we want to know.

- Complaints can be made verbally or in writing.
- Complaints can be made to any member of staff.

The complaints procedure comprises two stages, outlined below:

Stage 1 – Complaint - Informal

A complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the staff member sufficient time to investigate or remedy the issue. The staff member receiving the complaint will attempt to resolve the complaint immediately where possible.

Stage 2 – Formal Complaint

If the complaint cannot be resolved informally to the satisfaction of the learner, or if the learner feels that they cannot make an informal complaint to a member of staff, the complaint should:

- 1) Be submitted in writing within 5 working days of initial contact or the issue arising – using the learner complaints form – to the programme administrator for the attention of the training manager. Learners should provide a detailed account of the complaint.
- 2) The programme administrator will contact the learner within 10 working days to acknowledge receipt of the complaint and outline the course of action to be taken.
- 3) A representative will undertake an investigation of the complaint. The investigation may take different forms depending on the nature of the complaint. This process is completed within 30 days of receipt of the complaint. (Where the investigation takes greater than 30 days, the complainant will be notified).
- 4) When the investigation is complete the complainant will be notified in writing of the outcome.
- 5) Where the complainant is not satisfied with the outcome they can ask for a final review to be carried out.
 - The request for a review must be submitted in writing to the CEO within 10 working days.
 - A senior member of staff will be appointed to carry out the review. The decision from the review will be final.