



Complaints Policy

Policy

One of the main concerns of the Company is that the period of time you are with us on programmes are spent in a happy and pleasant environment which will result in the achievement of your learning aim.

It is important that we are made aware of any problems that may arise so that it doesn't develop into a major issue. You should not feel that complaining will jeopardise your employment or place on the training programme. A problem cannot be resolved if no-one is aware that it exists. The aim of this policy is to ensure that there is a means for you to highlight any issues or problems you may have. The Company also welcome positive feedback to enable sharing of good practice and aid continuous improvement. To achieve these aims we will do the following:

1 Stage 1 - Informal discussions – Tutor/Assessor

- If you have a complaint/grievance about any aspect of the company you should discuss the situation with your tutor or assessor
- It is anticipated that that majority of concerns will be resolved at this stage, if not progress to Stage 2

2 Stage 2 – Department Manager

- The complaint/grievance is to be put in writing and submitted to the department manager
- A response will be given in 5 working days of notification
- If not resolved, progress to Stage 3

3 Stage 3 – Managing Director

- Written complaint/grievance to be submitted to the managing director
- A response will be given in 5 working days of notification
- If not resolved, progress to Stage 4

4 Stage 4 - Chairman

- Written complaint/grievance to be submitted to the Company Chairman
- The result of the appeal will be notified within 7 working days from notification

Should you remain dissatisfied with the outcome of your complaint then you can escalate the complaint directly to the relevant awarding organisation or qualification regulator, details of which will be provided upon request

This policy is approved and endorsed by the Executive Team and will be reviewed on an annual basis.