

Complaints Procedure

At Safetech we understand and accept that issues may arise for you during your time on the course.

We have a direct access point through our website to log a complaint, where you will be contacted and have the full process outlined

Should any issue arise and be brought to our attention, we will listen and make every effort to come to a satisfactory resolution

The first point of contact if you have a complaint is your trainer or training administrator who will make every effort to resolve the issue immediately if possible or will escalate the issue if necessary

In the first instance you can raise an informal complaint

- The matter can be raised verbally or in writing – if submitted in writing it is not considered a formal complaint at this stage and no record is maintained if the matter is resolved
- Once a complaint is received, the following applies:

Informal Resolution

The staff member will meet with the learner and:

- Listens to the issue
- Attempt to find a satisfactory resolution
- Additional staff members may assist in finding a satisfactory resolution
- If the matter is resolved, the process ends, and no formal records are maintained
- If it cannot be resolved, you can:
 - Decide to drop the complaint or Make a formal complaint

Stage 2 – Formal Resolution

You must provide a detailed account of the complaint in writing (using the learner complaints form) to the Quality Manager (QM) and/or the Training Contracts Manager (TCM) within 5 working days of concluding the informal process

- If a complaint is made after this time a rationale as to why it should be accepted should be included
- Complaints will not be accepted after 4 weeks from when the issue occurred

The QM and/or TCM will:

- Acknowledge receipt of the complaint within 5 working days
- Appoint an appropriate independent person to deal with the matter – the QM and/or the TCM may deal with the matter
- Notify the subject of the complaint and requests a response in writing
- The investigator will:
 - Consider the response and
 - May meet with the learner and the subject of the complaint to obtain information and establish the facts
 - Complete and submit a report to the QM and/or TCM

The QM and/or TCM will inform all those involved of:

- The findings of the investigation
- The decisions made and the reasons for those decisions
- Both parties will be informed of their right to appeal the decision and that they must do so in writing within 5 working days

Further information on our complaints process can be found in your learner handbook.

No. & Version	CPR-V2	Review Cycle	3 year's or sooner if required
Last Reviewed	March 2023	Approved by	SMT
Next Review	March 2024	Responsibility	SMT & EQC