

Complaints Procedure

A complaint is an expression of dissatisfaction concerning Approved Training product or service. Approved training takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to Head of training please contact Head of training via one of the following options:

E-mail: janieh@approvedtraining.net

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Approved Training ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 7 working days.

Head of Training will then investigate your complaint and respond to you within 10 working days.

Escalating your initial complaint if you remain dissatisfied

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director, please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing director will investigate in full and respond to you within 14 working days.

The Managing Director can be contacted on:

Call: 07912657400

E-mail: ellisb@approvedtraining.net

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and



achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications and their complaints policy can be located on their website:

<https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Approved Training or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

*The following list of Qualification Regulators are provided as additional guidance:

- OFQUAL for RQF Qualifications in England
- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in Wales
- CCEA Regulation is responsible for regulated qualifications in Ireland
- SQA Accreditation for SCQF Provision

(Please delete as appropriate)

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of [INSERT COMPANY NAME] Highfield Qualifications as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **www.spsso.org.uk**

If you have any queries about the contents of this policy, please contact Janie Hewitt on email Janieh@approvedtraining.net