

## **Complaints/Feedback Policy**

### **Overview**

Goole Training is committed to providing the highest quality of service and care to all of its clients. If you are in any way dissatisfied with our training then please let us know as soon as possible. We view all complaints as an opportunity to improve our services to customers as well as an opportunity to put things right for the person or organisation that has made a complaint.

We aim to investigate and respond to all complaints in a prompt and sensitive manner.

We will endeavour to resolve complaints to the satisfaction of the complainant.

### **What to do if you have a complaint:**

Should you have a complaint, please contact us via telephone, email or post with details of your complaint as soon as possible.

### **Complaints Handling Procedure**

#### ***Receiving Complaints***

Complaints can be made verbally, in person or by phone or email.

We will:

- Take and record full details and facts of the complaint (or ask the complainant to send a written account to us by post or email) including the complainants name and contact details.
- Tell the complainant we have a complaints procedure.
- Outline next steps and anticipated timescales.

#### ***Resolving Complaints***

In many cases, a complaint is informal and is best resolved by the person responsible for the issue to which the complaint relates. If the complaint has been received by that person they may be able to resolve it immediately and should do so if possible and appropriate. All complaints are required to be logged by Goole Training whether formal or informal

For more in-depth, or serious complaints the following process will be followed:

#### ***Step 1***

Full details of the complaint should be passed to Goole Training within 3 days of the initial complaint being made.

#### ***Step 2***

An email or letter acknowledging receipt of the complaint will be sent within 1 week of the complaint being received by Goole Training. We will enclose a copy of this policy, and will provide a contact name and number for who is dealing with the complaint, and the expected date of response.

**Step 3**

The complaint will then be investigated.

**Step 4**

We will write to the complainant within in 28 days of receipt of the complaint confirming our final position – whether a complaint is justified or not, the reply to the complainant will describe the actions taken to investigate the complaint, the conclusions for the investigations, and any action we will take as a result of the complaint

**Appeals**

If the complainant feels that the problem has not been satisfactorily resolved at this stage, once the above process has taken place they can request that the complaint is reviewed by the relevant Awarding Organisation.

**Feedback**

We really appreciate it when customers take the time to provide us with positive feedback and acknowledge it. When positive feedback is received we may use it for the purposes of marketing, but only once we have requested and received written confirmation that this is acceptable to the person who has provided the feedback.

Feedback completed on course or assessment paperwork will be shared with awarding organisations as per the individual terms displayed on these documents, and may be used by them for product evaluation and marketing (if permission is offered by the candidate who completed the form).