



Complaints Policy

Introduction

The Excellent Performance Team is committed to providing quality service to all its customers.

If you are not entirely satisfied with any aspect of the service you have received from The Excellent Performance Team we want you to tell us about it.

Scope of Policy

This policy covers complaints by learners/customers in relation to the delivery of qualifications and associated services offered by The Excellent Performance Team.

This procedure cannot be used in relation to assessment decisions which are covered by the Enquiries and Appeals Policy. If you are unhappy about the way the assessment was conducted or delivered and you suspect malpractice or maladministration you should raise your concerns in line with the Malpractice and Maladministration Policy.

How to make a complaint

Complaints can be made in the following way:

- In person to your course tutor/trainer
- In writing
- By e-mail
- By telephone, but we would ask that this is followed up by email or in writing

In all cases please state clearly the exact nature of your complaint, including dates/times, who was involved, any attempts made to resolve the issue, any relevant documents and your contact details. The complaint should be raised by the person lodging the complaint.

Complaints should be addressed to the Key Contact:

Mrs. Ellie Purvis

The Excellent Performance Team Ltd

57 Deansway Avenue

Sturry

Telephone: 07903320967

courses@theexcellentperformanceteam.co.uk

Approval Date: August 2019

Reviewed Date: November 2021

Review Date: November 2022

Version 2



Complaints Policy

Complaint Procedure

1. If you have a complaint during a course it is hoped that you can raise this with your course tutor/trainer and that it can be dealt with informally before the end of the course.
2. If this is not possible to raise a complaint with the course tutor/trainer please submit a formal complaint as detailed in 'How to make a complaint' above.
3. We will acknowledge your complaint within 5 working days of receipt.
4. Your complaint will be fully investigated and reviewed by someone with no previous involvement with the circumstances of the complaint. We will respond within a further 20 working days.
5. A review will take place for potential improvements to the services and courses that we offer.
6. There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case we will keep you advised of the progress we are making and when we expect to resolve your complaint.
7. Should you not be happy with the response to your complaint you may appeal and the case can be referred to an independent person/organisation for review. Any request for an independent review must be made within 10 days of receipt of the response to your complaint. The findings of the independent review will be reported within 20 days. The outcome of this process will be final.

Safety Training Awards Complaints Escalation Procedures

If in the event that the learner isn't able to resolve the issue with The Excellent Performance Team please refer to the Safety Training Awards website to find further information on how to escalate a complaint to the Awarding Organisation (AO).

<https://www.safetytrainingawards.co.uk/policies/complaints-policy/>

Approval Date: August 2019

Reviewed Date: November 2021

Review Date: November 2022

Version 2