

Complaints Procedure

2 Start Training is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints which will help us to improve our standards. This Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

Aims

2 Start Training aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure

Our Complaints Procedure

If you are unhappy with the service provided by 2 Start Training - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures, which we can advise you on. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 7 working days of the event or problem occurring. At any stage, you can register a formal complaint by, email, or letter. Give as much information as you can, including times, dates, places and names. Contact 2 Start Training on caroline@2start-training.com or write to us at 2 Start Training, Unit 4 Shawcross Industrial Estate, Ackworth Road, Hilsea, Portsmouth, PO3 5HU

What will happen next?

We will investigate your complaint.

You will receive an email detailing a first response within one week of receipt of your complaint, and a further response within four weeks, after the relevant investigations have been conducted. If this timeframe needs to be extended for any reason, we will inform you in writing.

If you are not satisfied with the outcome of your complaint, you can appeal the outcome by contacting paul@2start-training.com who will review the evidence and decision.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Name: Caroline Moon
Position: Finance Director

Date: 20/9/24



Signed:

Date of next review: By 20/9/25