



Customer Complaints Policy

Introduction and Policy Statement

A complaint is an expression of dissatisfaction of the services provided by Access Training (Wales) Ltd.

Access Training (Wales) Ltd is committed to meeting and exceeding our customer care standards and providing high quality products and service. We welcome comments, suggestions and feedback on the service experienced when using any of our products or services.

This policy does not cover any enquiries about services offered by Access Training (Wales) or appeals in relation to decisions made by Access Training (Wales). These areas are covered separately by our Enquiries Policy and our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal we will inform the relevant party that the issue is being considered in accordance with the relevant policy.

If you are unhappy about the way a course, examination or assessment was delivered or conducted and you suspect malpractice may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

How To Make A Complaint

If we do not deliver the standard of service that you expect or you have a complaint, please either call 0800 345 7492 or email headoffice@accesstraininguk.co.uk or alternatively, write to the Customer Services Department, Unit 6, Llandough Trading Estate, Penarth Road, Cardiff, CF11 8RR and we will investigate it.

A member of our team will look into the issues raised and will contact you by phone and by email and issue you with Access Training (Wales)'s Feedback and Complaints Form (Annex A) which we will request you to complete and send to headoffice@accesstraininguk.co.uk listing your concerns and your proposed resolution.

We Aim to resolve all complaints within three business days

Where we are able to resolve your complaint to your satisfaction, we will send you a 'summary resolution communication'.

- Confirming a complaint has been made, a summary of the complaint and confirmation that the company consider the matter closed.
- Informing you that if they are dissatisfied you might want to complaint to the Financial Ombudsman. Further information can be found on the Financial Ombudsman website <http://www.financial-ombudsman.org.uk/consumer/complaints.htm>.
- Confirming that the company will not waive the relevant time limits in DISP 2.8.2R or DISP 2.8.7R relating to submitting complaints to the Financial Ombudsman in time.

If a complaint is not resolved within three business days

If we are unable to resolve your complaint by the end of the third business day, then we will either:

- Provide you with a written acknowledgement of your complaint within five Working Days of receipt of your complaint. (A "Working Day" means any day excluding Saturdays and Sundays and public holidays in the UK.). Or
- We will endeavour to issue a written final response within eight weeks of receipt of the complaint. If we are unable to issue our final response within eight weeks we will put in writing why we are not able to do so and advise you as to when we expect to be in a position to provide a final response.

As part of our internal process, if you are not satisfied with the response received by the complaints handler, you will be able to appeal against this response and request for you case to be reviewed by senior management before receiving a final response.

The final response will either:

1. Accept the complaint and, where appropriate, offers redress or remedial action; or
2. Offer redress or remedial action without accepting the complaint; or
3. Reject the complaint and gives reasons for doing so.

If we do not provide a final response within eight weeks, or you are not happy with our final response, you have up to six months to refer your complaint to the Financial Ombudsman Service— please see <http://www.financial-ombudsman.org.uk/consumer/complaints.htm> for

details of how to do so. You may also have the right to refer your complaint to them in other circumstances.

If you live outside the UK or if you prefer not to deal directly with the Financial Ombudsman Service, you may be able to submit a claim through the European Online Dispute Resolution Platform (available at <http://ec.europa.eu/consumers/odr/>).

If your complaint relates to training concerns and you are not happy with our final response, you can also refer your concerns to our certification awarding organisations (BPEC, LOGIC, EAL). You can find their contact details on their websites (<http://bpec.org.uk/>, <https://logiccertification.com/>, <https://eal.org.uk/>).

Learners are expected to follow all steps of this complaint policy prior to escalating their concerns with the certification awarding organisations. Unless all steps of the complaint policy have been followed, the overseeing organisations might not be able to assist a Learner with escalating their complaint.

Confidentiality And Whistle Blowing

All complaints received will be dealt with confidentiality and in accordance with the requirements of the Data Protection Act 1998. When making a complaint it is always preferable to reveal your identity and contact details to us, however if you to remain anonymous please inform us that you do not wish for us to divulge your identity. We are not obliged (as recommended by the Awarding Body or regulator) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty. If you wish to remain anonymous we will investigate such complaints in accordance with relevant legislation.

Contact Us

If you have any queries about our Complaints Policy, please contact the Customer Services Team on 0800 345 7492 or email them at headoffice@accesstraininguk.co.uk



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Annex A

Feedback and Complaints Form

Your name:

Your address:
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Postcode:

Home telephone number:

Mobile telephone number:

Email address:

How would you like to be contacted:

Course name (if applicable):

Course start date (if applicable):

Details of your feedback, comment or complaint:
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Please continue onto another sheet of paper if required.