

Complaints procedure policy

Version 1.0 (August 2020)

Prepared by: Wole Koiki

Checked and approved by: Ferdinand Joseph

Date: 03/08/2020

Next review due: 03/08/2021

Page 1 of 4

Complaint policy:

The procedure covers our customers including our learners, who wish to express their dissatisfaction with us about our products or services.

We're committed to providing you with the best products and services, however we know that from time to time things don't always go according to plan. If you feel that we haven't met your expectations, we want to know so we can put it right as quickly as possible for you, and stop it from happening again.

The first thing you need to do is get in touch.

By phone: 03330064005

By Email: info@learninstallation.co.uk

In writing: Cube Training
 Riverside Centre
 Dickens Road
 Gravesend
 Kent DA12 2JY

Or

Face to face with any of our representatives.
Web Chat is also available on all our websites.

What we'll need to know:

So we can capture, record and fully understand your complaint, we will need all of the following information, where applicable:

- your name
- centre Number (if applicable)
- a description of the complaint
- any names and/or dates you've noted if, you've already spoken to someone about this complaint
- how you/others have been affected by the complaint
- a contact number/email address and convenient time to contact you

Prepared by: Wole Koiki

Checked and approved by: Ferdinand Joseph

Date: 03/08/2020

Next review due: 03/08/2021

What we'll do:

We'll always aim to resolve a complaint as quickly as possible - right there and then on the phone if you call. When this isn't possible, we'll fully investigate the complaint with the aim to resolve it as soon as we can and we'll keep you updated along the way.

We aim to respond to and/or resolve all complaints within 5 working days of receipt. If there are exceptional circumstances, we may take longer due to the complexity of the complaint - however, we'll inform you if this is the case.

Once the complaint has been investigated fully we'll contact you with the outcome and to discuss any next steps, we'll also be happy to provide a response in writing where appropriate.

If you're not satisfied:

If you're not satisfied with how your complaint is being dealt with, you can request at any time for your complaint to be escalated.

If, after we've done everything we can to help, you're not satisfied with our final response, you can refer your complaint to the awarding body and the regulators..

Here's how to get in touch with them:

England Ofqual
By phone 0300 303 3344
By Email complaints@ofqual.gov.uk
In writing
Complaints Ofqual
Earlsdon Park
53-55 Butts Road
Coventry CV1 3BH

Wales Qualification Wales
By phone 01633 373 222
By Email report@qualificationswales.org
In writing
Qualification Wales
Q2 Building Pencarn Lane
Imperial Park

Prepared by: Wole Koiki

Checked and approved by: Ferdinand Joseph

Date: 03/08/2020

Next review due: 03/08/2021

Coedkernew
Newport NP10 8AR

By phone: 0191 239 8000
By Email: complaints@ncfe.org.uk
In writing:
NCFE
Q6
Quorum Business Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Prepared by: Wole Koiki

Checked and approved by: Ferdinand Joseph

Date: 03/08/2020

Next review due: 03/08/2021

Page 4 of 4