

## Complaints Policy

<b>Name of Policy</b>	Complaints Policy
<b>Purposes</b>	To ensure the provision of high-quality training services. We believe that all users of our services have the right to make a complaint when they are dissatisfied with the service they have received.
<b>Approved Date</b>	23/09/2024
<b>Version</b>	9
<b>Date of next review (Month and year)</b>	23/09/2025

## 1. Definition of a Complaint

A complaint is an expression of dissatisfaction concerning the services received from Train2Train.

Train2Train take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Therefore, in the first instance please do raise your complaint with a member of the team such as your course tutor and they will assist you. If your complaint has not been dealt with to your satisfaction, then please refer to our formal complaints policy below.

## 2. Making a Formal Complaint

A formal complaint is an expression of dissatisfaction concerning Train2Train's service when the complainant has drawn his or her concern to the attention of one of Train2Train's employees and is not satisfied with the response.

If you are dissatisfied with the way your problem has been dealt with by a front-line member of staff, we encourage you to ask to speak to the CEO (01302 363136). You have the choice as to whether you wish to have your formal complaint dealt with by telephone, letter, or e-mail.

If you prefer for your complaint to be dealt with in writing, could you please forward details of the complaint to the CEO, Office 22/23 The Rear Walled Garden, The Nostell Estate, Nostell, Wakefield, WF4 1AB. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at Train2Train about the problem. You should also tell us what you think we should do to resolve your complaint. Please do not forget to provide full details of the address where you would like the response to be sent.

Where possible, receipt of the complaint will be acknowledged on the same day that it is made by e-mail. Letters will be sent out first class on the day of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action will be included within the response.

Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals. All records relating to a complaint will be kept for a period, after which they will be destroyed unless they form part of a legal investigation.

Train2Train staff and complainants will have the right to see any information that is held on them under the Data Access Request – GDPR [your right of access - Bing](#)  
If you are still unhappy with the response you receive from the CEO you may request that the CEO reviews your complaint and the way in which it was dealt with. The CEO will ensure that your complaint has been dealt with fairly in line with our policies and procedures.

You will receive a further written response from the CEO within 10 working days of your appeal being received, although our target is 5 days.

Should you remain dissatisfied then you should forward details of your complaint to the Awarding Organisation – **Highfield Qualifications**

**Email:** [info@highfield.co.uk](mailto:info@highfield.co.uk)

**Tele:** 01302 363277

Qualification Regulator – **SQA Accreditation**

**Email:** [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk)

**Tele:** 03452135249

or to the

**SPSO for publicly funded qualifications in Scotland –**

**Tele:** 0800 377 7330

(If applicable) to be investigated.

For apprentices our complaints policy can be found in the learner/apprentice handbook and in the apprentice training plan and located on our website [www.train2train.org](http://www.train2train.org)

Any complaint, concerns or enquiries regarding an apprenticeship may be escalated to the ESFA. You must contact the ESFA within 12 months after the issue happened. Email or post your complaint to the ESFA complaints team [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Customer Service Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

Further details can be found by referring to our appeals policy.

#### **Complaints Recording Form**

Many complaints can be sorted out quite simply by discussing the problem with the appropriate staff member. However, if, after discussing your concerns you remain dissatisfied you can make a formal complaint by letter, or e-mail to:

- **Email:** [info@train2train.org](mailto:info@train2train.org)
- **In writing:** CEO, Office 22/23 The Rear Walled Garden, The Nostell Estate, Nostell, Wakefield, WF4 1AB.
- **Email:** [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

## Complaints Form

<b>Complaints Form</b>			
<b>Your full name:</b>			
<b>Your full address:</b>			
<b>Your contact number:</b>		<b>email address:</b>	
<b>Company details:</b>		<b>Assessor/Tutor/Coach name:</b>	

### **Details of your Complaint:** *Please tell us what happened.*

Please tell us what you what you would like us to know: