



T: 0800 702 2579

E: enquiries@goldtaptraining.co.uk

W: www.goldtaptraining.co.uk

COMPLAINTS POLICY

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Introduction

We welcome complaints and value all customer feedback; we use all feedback to monitor and improve our service to all of our customers. The Company will ensure that all complaints will be handled efficiently and sensitively.

Definition

A complaint is defined as an expression of dissatisfaction with a Gold Tap Training product or service:

- Provisions of the Gold Tap Training service and offerings affecting our customers (such as trainers, examiners, instructors, administration, employers and stakeholder groups)
- Action or lack of action by Gold Tap Training employees and subcontractors
- Standards of service, courses or facilities provided by Gold Tap Training

Details of your Complaint

To enable us to respond to your complaint efficiently, we need you to provide us with as much information as possible, such as:

- Your contact information – name, address, email address and telephone number
- Your EUSR number (if relevant)
- The employer
- The name of the course that was attended
- A clear description of your complaint
- Copies of any relevant or associated paperwork

Confidentiality and whistleblowing

All complaints will be treated with respect and handled seriously and sensitively with due consideration to all parties involved to all related legislative requirements. Anonymous complaints will be logged and the decision whether to investigate or not will be made on an individual basis. It is always preferable for names to be given but if you are concerned about possible adverse consequences of your complaint, you can request us to not divulge your identity.

We will not normally investigate complaints which are received more than six months after the incident or occurrence took place. We will investigate complaints from whistle-blowers in accordance with the Company's Whistleblowing Policy.

Process

Our complaints process is for anyone with any interaction with Gold Tap Training, including customers, delegates, employees who seeks or receives a service from us; it also extends to anyone who may be directly affected by our services or activities.



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We encourage complaints to be made to us in writing as this helps us to ensure that all points are understood and to help us identify who is best placed to respond. Complaints should be made to:

Email: enquiries@goldtaptraining.co.uk

Telephone: 0800 702 2579

We encourage complaints to be made at an early stage of dissatisfaction or grievance so matters can be discussed informally and any misunderstandings resolved quickly.

We reserve the right to cease responding to any complaint if the complainant or correspondence is, in our opinion, abusive, vexatious or frivolous.

We aim to:

- acknowledge receipt of your complaint within 2 working days of receipt, informing you who will be responding on our behalf.
- provide a full response within 5 working days; if the complaint or the issue(s) raised are more complex or involve employees who are unavailable, it may take a little longer to investigate and if this is ever the case we will let you know and keep you informed on the progress of our response.

Unresolved complaints

On occasions a complainant may not be satisfied with our response and if this is the case, then the complainant should write to the Managing Director. In such cases the original response will be reviewed on the basis that:

- If it is felt that the complaint or issue(s) have been fully addressed, the complaint will be closed
- If the response did not fully deal with all the points raised in the original complaint, a fuller response will be given.
- If further evidence or related issues come to light, the complaint will be reopened and investigated further.
- The Managing Director will endeavour to provide a final response within 10 days

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

Our awarding bodies and their websites can be found below. Please speak to them via the contact details available on their website.

Should you address your complaint to one of our Awarding Organisations and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Gold Tap Training Ltd or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

*The following list of Qualification Regulators are provided as additional guidance:



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- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in Wales
- CCEA Regulation is responsible for regulated qualifications in Northern Ireland
- SQA Accreditation for SCQF Provision
- OFQUAL for RQF Qualifications delivered anywhere else.