



Complaints Procedure

Introduction

Survive and Save Training Limited is committed to providing quality service to all its customers.

If you are not entirely satisfied with any aspect of the service you have received from Survive and Save Training we want you to tell us about it.

Survive and Save Training's Complaint Procedure covers all aspects of the training you have enrolled on to from the initial enquiry/booking process through to the delivery and assessment of your course.

How to make a complaint

Complaints can be made in the following way:

- In person to your course tutor/trainer
- In writing
- By e-mail
- By telephone, but we would ask that this is followed up by email or in writing

In all cases please state clearly the exact nature of your complaint, including dates/times, who was involved and your contact details.

Complaints should be addressed to the Key Contact:

Mrs Sally Baldwin
Survive and Save Training Ltd
37 Lankers Drive
North Harrow
Middlesex HA2 7PA
Telephone: (020) 8429 3905
mailto: enquiry@surviveandsave-training.org

Complaint Procedure

1. If you have a complaint during a course it is hoped that you can raise this with your course tutor/trainer and this that it can dealt with informally before the end of the course.
2. If this is not possible to a complaint with the course tutor/trainer please submit a formal complaint as detailed in 'How to make a complaint' above.
3. We will acknowledge your complaint within 5 working days of receipt.
4. Your complaint will be fully investigated and reviewed and we will respond within a further 10 working days.
5. A review will take place for potential improvements to the services and courses that we offer.



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6. There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case we will keep you advised of the progress we are making and when we expect to resolve your complaint.
7. Should you not be happy with the response to your complaint you may appeal to the relevant governing body. Contact details are available upon request.

Approval Date: January 2010

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