



Complaints Policy

Introduction

Johnson Training Ltd (the 'Organisation') hereafter referred to as JTL, aims to provide excellent quality training and consultancy to its customers on time and within budget.

Introduction

This document sets out JTL's complaints policy and procedure and is aimed at our partners, learners and all interested parties who encounter a direct or indirect service from JTL.

We are confident of providing a high-quality service and would be extremely disappointed if this is not the case. Therefore, it is important, should you feel you have encountered a level of service that is below both your and our expectations, that you raise any concerns you may have with us immediately so that we may address them without delay, and consider the implementation of appropriate changes accordingly.

Scope

This policy covers complaints that learners, approved centres or other relevant stakeholders may wish to make in relation to the qualifications and associated services offered by JTL.

It is not to be used to address appeals regarding assessment or any other decision covered by our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal, we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy and/or Enquiries Policy.

Review arrangements

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements, revising it as and when necessary, in response to customer, learner or regulatory feedback.

How to make a complaint

Learners who wish to complain about a level of service provided by the centre at which they have taken a JTL, or other qualification, should in the first instance contact the Operations Manager to discuss the nature of the complaint.

The initial aim for all complaints should be to try to resolve any problem informally at the earliest opportunity. This may include the complainant speaking to the person who dealt with the issue at the outset, if they feel comfortable doing so.

If this is not possible, or, if you are not satisfied with the help provided by the Operations Manager, please send a written complaint to us using the contact details outlined at the end of the policy for the attention of the Operations Director.

Unless there are exceptional circumstances, a complaint should normally be made within 20 working days of the event you are complaining about.

If the complaint has still not been resolved then the matter will be referred to the Managing Director whose decision will be final.

If the complaint is in relation to the assessment process, then the appeals procedure should be followed.

Once a complaint has been submitted and considered, no further submissions will be considered on the same issue unless additional relevant evidence is provided.

Any complaints which are considered to be frivolous, vexatious or malicious will not be considered and any subsequent costs involved in investigation of such complaints will be charged to the appellant.

Frivolous or Vexatious means a complaint that has no reasonable or sound basis in fact or law, is without merit, and/or has been brought with the primary intent or harassing, discrediting or subduing a Respondent.

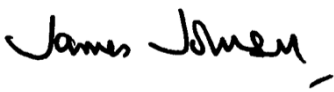
Details required

When you contact us to make a complaint, please provide your full name and contact details (including a daytime telephone number and email address) along with:

- a full description of your complaint (including the subject matter plus dates and times and any reference numbers if known);
- names of the people you have dealt with so far; and
- copies of any documents or letters connected with the complaint.

This Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Policy are made available to all members of staff.

Name:	James Johnson
Position:	Managing Director
Signature:	
Date:	30 10 2018

Review date	Reviewed by:	Comments	Version
30 10 2019	JJ	No changes required	2
29 10 2020	JJ	No changes required	2
30/10/2021	JJ	No Change required	2
30/10/2022	JJ	No Change required	2
30 10 2023	JJ	Added Frivolous section	3
29/08/2024	MJ	No Change required	3
The next policy review date is 01 09 2025			

Send your complaint to:

Matthew Johnson, Operations Manager.
Johnson Training Ltd
5 Turnstone Close
Leigh
WN7 1LE