

## Complaints Policy

SBC Training is committed to delivering the highest possible standard of service to our customers as stated in our Quality Policy.

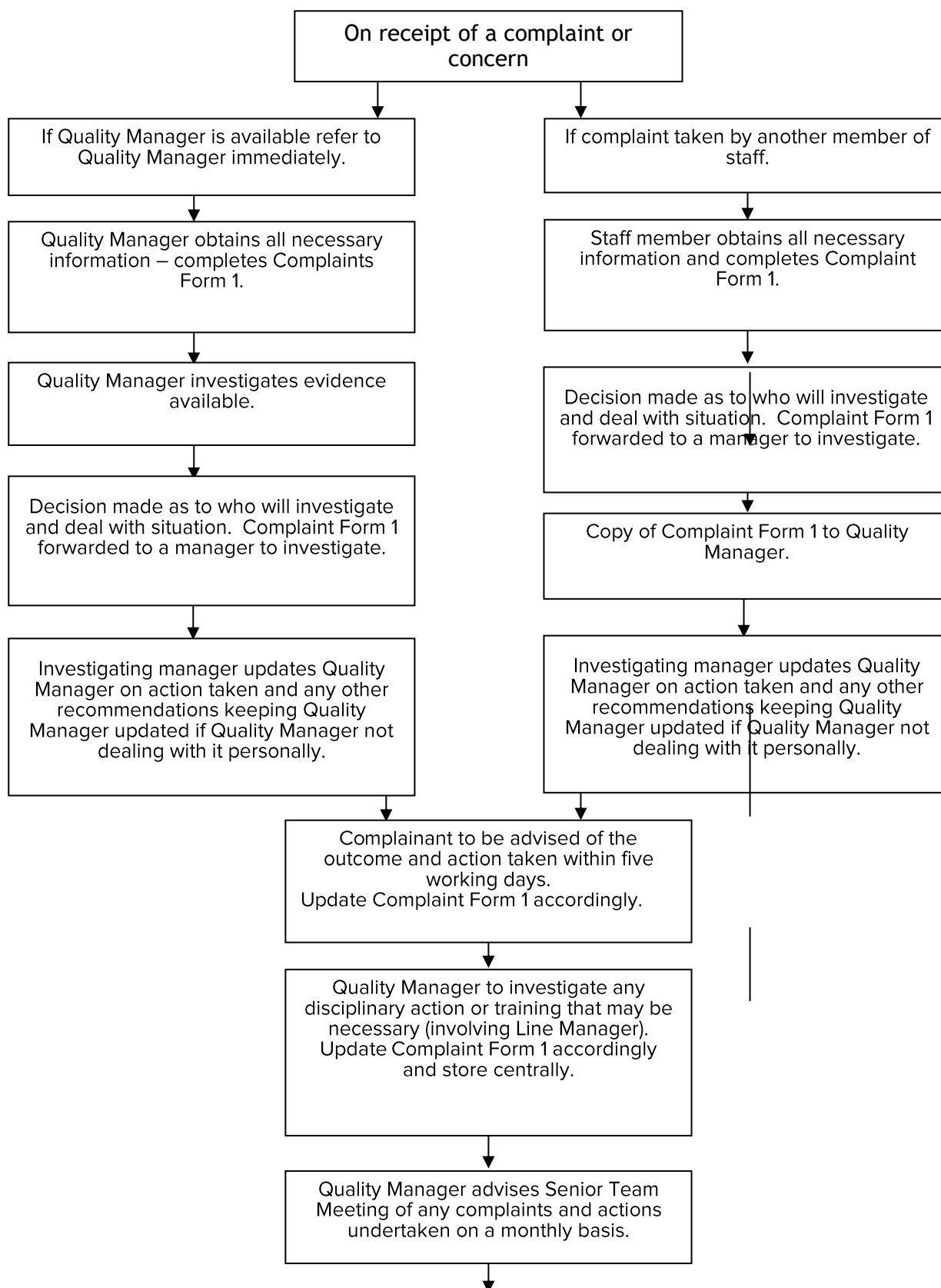
It is recognised that, on occasions, our customers may not be totally positive about our service and it is important to SBC Training that any such concerns are received positively, investigated thoroughly and dealt with accordingly; the results of which may necessitate an amendment to our working practices and procedures to better accommodate the needs of our customers.

All complaints are dealt with according to the Complaints Procedure and findings are recorded on the Complaints Form. The Quality Manager informs the complainant of who is dealing with the complaint and advises that they will be advised of the outcome and the action taken within 5 working days.

Signed: Rhian Chadwick  
Quality Manager

Date: 22/08/2022

# Complaints Procedure



When the complaint has exhausted SBC Training's complaints policy, if still dissatisfied, they can escalate their complaint directly to the relevant Awarding Organisation. Any further escalation would be to their qualification regulator Ofsted.

## Concern/Complaint Form

Date of Concern/Complaint: \_\_\_\_\_

Person dealing with Complaint: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Address:

\_\_\_\_\_

\_\_\_\_\_

Client Tel No: \_\_\_\_\_

Nature of Concern/Complaint:

Action taken:
By whom:

## Concern/Complaint Form

Investigative Notes:
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## Outcome of Investigation

Response to Complainant:
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Training Need identified/Disciplinary Action:	
Referred to:	Date:

Management Team Meeting Agenda Item:
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Further Notes: