

## Complaints Policy

C&C Training Ltd is committed to delivering an outstanding level of service to all its customers, potential customers and suppliers. Our Complaints Policy and Procedures have been developed to support this commitment ensuring that whenever a company is dissatisfied with our service we deal with the complaint as quickly and efficiently as possible to resolve it.

For the purpose of the policy, a complaint is described as 'an expression of dissatisfaction whether justified or not'.

It is the policy of C&C Training Ltd to acknowledge all complaints the same working day, with a view to resolving a complaint no longer than 48 hours after it has been received. In the unlikely event that a complaint cannot be resolved within this timescale, an extension to 2 working days will be applied on approval by the Head of Complaints.

The Complaints Register is reviewed quarterly to identify any recurring issues and changes to business policies and/or procedures will be implemented to ensure the issues stop.

### COMPLAINTS PROCEDURE

- On receipt of a complaint the following information will be recorded in the Complaints Register:
  - The name, position and contact details of the person raising the complaint
  - The company name
  - The relationship to C&C Training Ltd
  - The date & time of the complaint
  - The nature of the complaint
  - The name of the member of staff that received the complaint
- All complaints will be acknowledged the same working day by the member of staff that receives the complaint. This person will become the 'owner' and will be required to take initial ownership of the complaint, investigate the circumstances surrounding it and resolve it wherever possible.
- The owner must notify the Training Manager of the complaint immediately either in person, by telephone or by e-mail.
- If the owner of the complaint manages to resolve it to the satisfaction of both parties within 48 hours then the register should be updated accordingly and the Training Manager notified of the outcome.

- If the owner has not managed to resolve the complaint within 48 hours, an extension of 2 working days will be made on approval by the Sales Manager, and be taken over by the Sales Manager.
- If the complaint is still not resolved after 5 working days then the complaint will be passed to the Commercial Director for resolution.
- The Commercial Director will make the final decision and liaise with the complainant as to the outcome of the decision.
- Progress leading up to resolution must be recorded in the Complaints Register with the following information:
  - Confirmation that the complaint has been investigated and a report submitted to the Commercial Director
  - The main findings of the investigation
  - Relevant action taken
  - Whether the complaint has been escalated to a higher level to achieve resolution
  - Final outcome of the complaint
  - Date and time the complaint was resolved and closed.
- If the complaint is in relation to training delivered under one of C&C's awarding bodies, at the end of the complaints process, if the complainant remains dissatisfied, they may escalate their complaint to the awarding body. Information regarding the complaints process and/or contact details for the different awarding bodies can be found below:

NEBOSH [https://www.nebosh.org.uk/About\\_Nebosh/default.asp?cref=385&ct=2](https://www.nebosh.org.uk/About_Nebosh/default.asp?cref=385&ct=2)

IOSH <https://www.iosh.co.uk/About-us/Contact-us.aspx>

CITB <https://www.citb.co.uk/contact-us/>

CITY & GUILDS <https://www.cityandguilds.com/feedback-and-complaints>

UKATA <https://www.ukata.org.uk/contact-us/>

NUCO <https://www.nucotraining.com/contact-nuco/>