



## Complaints Policy & Procedure

### Introduction

C&C Training Ltd (CCT) is dedicated to providing an exceptional level of services to all clients, subcontractors, and suppliers. Our Complaints Policy and Procedure are designed to support this commitment by ensuring that any expression of dissatisfaction with our services is addressed swiftly and efficiently.

We aim to resolve issues promptly and use the feedback to learn and improve our business operations, ensuring that we correct any issues for the complainant and reduce the likelihood of similar complaints in the future.

### Definition

A complaint is defined as a verbal or written expression of dissatisfaction about an aspect of service or facility.

Subcontractors, Suppliers and Clients are individuals or entities who access, receive, or benefit from C&C Training Ltd services.

### Principles

Our procedure is intended to be simple, clear, and fair to all parties involved. Complaints will be handled with sensitivity and in compliance with GDPR. Any individual named in a complaint will be informed of the substance of the complaint and give the right to reply as part of the investigation. Information contained within the complaint will be shared only with those involved in its resolution.

### Complaints Procedure

Complaints can be emailed to [Complaints@cctraining.uk.com](mailto:Complaints@cctraining.uk.com) or the designated person responsible (*as noted below*) or alternatively can be sent to:

C&C Training Ltd  
Unit 1 Ridgeway Court  
Grovebury Road  
Leighton Buzzard  
LU7 4SF  
Contact Number: 01525 851752

Complaints emailed to [Complaints@cctraining.uk.com](mailto:Complaints@cctraining.uk.com) will be immediately forwarded to the relevant person responsible.

The responsible persons for handling complaints are as follows:

- Complaints from Suppliers – Commercial Director
- Complaints from Clients – Designated Account Manager
- Complaints from Subcontractors – Commercial Director
- Financial Complaints – Head of Finance

Where the responsible person is unavailable, the Managing Director or Operations Manager will take ownership.

### Acknowledgement of Complaints

Email acknowledgement through [Complaints@cctraininguk.com](mailto:Complaints@cctraininguk.com) will be acknowledged within 48 hours.



### **On Receipt of a Complaint**

On receipt of a complaint the following information will be recorded in the Complaints Register:

- Complainant Details.
- Course Details (*If applicable*)
- Complaint Details
- Nature of the complaint

If the complaint is resolved to the satisfaction of both parties within 10 working days, the Complaints Register will be updated accordingly.

If the complaint is not resolved within 10 working days and the complainant is not satisfied with the resolutions, it will be escalated to the Managing Director. The Managing Director will make the final decision and communicate the outcome to the complainant within 2 working days of receiving the escalated complaint.

In the event that the MD is unavailable, the Commercial Director will assume responsibility for resolving the complaint, provided that the Commercial Director is not the original owner of the complaint.

### **Recording Progress and Resolution**

Progress leading up to resolution must be recorded in the Complaints Register with the following information:

- Initial Investigation
- Findings of the investigation
- Relevant action taken.
- Whether the complaint has been escalated to a higher level to achieve resolution
- Outcome of the complaint
- Lessons Learnt

### **Special cases**

If the complaint involves a CCT employee, the Managing Director may decide that the complaint should be investigated under the company's Grievance/Disciplinary Policy and Procedure.

All complaints will be reviewed and discussed at the Head of Department meetings. Lessons learned will be logged under the CCT Improvement Log to prevent future complaints.

If the complaint is in relation to training delivered under one CCT awarding bodies and CCT complaints process has been exhausted, if the complainant remains dissatisfied, they may escalate their complaint to the awarding body and details of this can be found in Appendix A. The Complaint can also be escalated to the regulatory body of the Awarding organisation.

### **Escalation to Awarding or Regulatory Bodies**

If the complaint relates to training delivered under CCT Awarding Body and the CCT Complaints process has been exhausted, the complainant may escalate their complaint to the awarding body. Details of this process can be found in Appendix A. The complaint can also be escalated to the regulatory body of the awarding organisation.



# C&Ctraining

working in partnership : achieving results

## APPENDIX A

Awarding Body	Email	Address
<b>City &amp; Guilds</b>	<a href="mailto:feedbackandcomplaints@cityandguilds.com">feedbackandcomplaints@cityandguilds.com</a>	Feedback and Complaints Team City & Guilds 5-6 Giltspur Street London EC1A 9DE
<b>CITB</b>	Not Applicable, must be sent in writing.	Approval & Compliance Manager CITB Quality Assurance Team Sand Martin House Peterborough PE2 8TY
<b>CABWI</b>	Not Applicable, must be sent in writing.	Enquiries CABWI Awarding Body Holland house 4 Bury Street London EC3A 5AW
<b>NUCO</b>	<a href="mailto:Enquiries@nucotraining.com">Enquiries@nucotraining.com</a>	Nuco Training Ltd Barton House Central Treviscoe St Austell Cornwell PL2 7QP
<b>SWQR</b>	<a href="mailto:SWQR@sqa.org.uk">SWQR@sqa.org.uk</a>	Street Works Qualification register The Optima Building 58 Robertson Street Glasgow G2 8DQ
<b>NPORS</b>	<a href="mailto:info@npors.com">info@npors.com</a>	NPORS 12 & 14 Brunel Court Rudheath Way Gadbrook Business Park Rudheath Northwich Cheshire CW9 7LP
<b>NEBOSH</b>	<a href="mailto:complaints@nebosh.org.uk">complaints@nebosh.org.uk</a>	Customer Enquiry Team Leader NEBOSH Dominus Way Meridian Business Park Leicester LE19 1QW
<b>PASMA</b>	Not Applicable – Online form	<a href="https://pasma.co.uk/complaints/">https://pasma.co.uk/complaints/</a>