

Grounds Training Policy

Complaints

Complaints should be made within five working days of the incident giving rise to the complaint.

Complaints should be made in writing to:

The Training Manager
 Grounds Training
 Allscott Park
 Allscott
 Telford
 TF6 5DY

Complaints will be acknowledged within five working days of their receipt and will be investigated by the Training Manager in the first instance.

The outcome of the Complaint will be communicated within five working days of the decision being made.

If a complaint is upheld a response will be issued within five working days of the decision being made and any possible recompense discussed with the complainant.

The Training Manager will investigate, or will instruct an appropriate colleague to investigate, the circumstances giving rise to the complaint.

Any relevant changes to processes and procedures will be made in order to reduce the likelihood of the complaint recurring and these will be communicated to training staff, as appropriate.

If the Complaint is not upheld, a response will be issued within five working days of the decision being made.

The response will include the right to appeal the decision and the right to contact Lantra and any regulatory bodies (Ofqual, SQA, Qualifications Wales, CCEA) if appropriate.

It will also include a reference that in Scotland there is the ability for the complainant to raise their complaint to the Scottish Ombudsman if they felt that SQA had not dealt with their complaint adequately?

Participants in training courses are invited to complete feedback forms which are returned to the Training office post-course. The results/comments are recorded electronically and are available for Training staff to access.

Feedback is discussed at periodic meetings of Training staff throughout the year.

FOR OFFICE USE ONLY: GT013