

Learners wishing to complain must do so within 14 working days of the issue arising or the course/programme end date with which they are dissatisfied.

It is the responsibility of the Training Manager, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties.

Should learners wish to complain about any services provided by TES Training Ltd, they are advised to follow the procedure stated below.

Stage 1

An informal complaint can be made to the learner's trainer / assessor. The trainer / assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the trainer / assessor sufficient time to investigate or remedy the grievance.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their trainer / assessor, the complaint should be submitted in writing to the Training Manager.

Learners should use the Complaints Form to provide a detailed account of their grievance. The Training Manager will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Training Manager will carry out an investigation, which will involve the relevant members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

Stage 3

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation within 20 working days of the decision being communicated to them by the recognised centre.

Signature:



Name: Derek White
Title: Training Manager
Date: 01 March 2019
Review: April 2020



Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Training Manager.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment/event that the complaint is about	

Describe the nature of your complaint as fully as possible:			
SIGNATURE		DATE	

Please return this form to:

Derek White, Training Manager, TES Training, Grange Way, Colchester, CO2 8GU