



Complaints Procedure

Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning London Training Centre's product or service, when the complainant has drawn his or her concern to the attention of one of London Training Centre's employees and is not satisfied with the response. London Training Centre takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Making a formal complaint

If you are dissatisfied with the way your problem has been dealt with by a front line member of staff, we encourage you to ask to speak to the Managing Director of London Training Centre. The Managing Director will ensure that your complaint has been dealt with fairly in line with our policies and procedures. You have the choice as to whether you wish to have your formal complaint dealt with by telephone, letter or e-mail. If you prefer to have your complaint dealt with in writing. Please forward details of the complaint to:

Mr A Habib
Managing Director/Trainer
London Training Centre
Business Development Centre
7-15 Greatorex Street, London, E1 5NF.

You should include as much information as possible including the nature of the problem, the date the problem occurred and details of who you have spoken to at London Training Centre about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent. Receipt of the complaint will be acknowledged on the same day that it is made by call or e-mail. Letters will be sent out first class on the day of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action will be included within the response. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals. You will receive a further written response from the Managing Director within 10 working days of your appeal being received, although our target is 5 days.

Appeal after complaint

If you remain unhappy after exhausting London Training Centres internal complaints procedures and believe that the centres internal procedures were not applied correctly or fairly or the complaint has not been addressed by London Training Centre, candidates can submit a complaint to the Awarding Organisation directly.

The awarding organisation is Highfield Qualifications. Their complaint policy can be located on their website: www.highfieldabc.com, or call on 0845 2260350.

The British Accreditation Council can be contacted on the below link;
<https://www.the-bac.org/bac-complaints-procedure/>

The letter of complaint must include:

- Full name, contact address and daytime contact number.
- The centre name and details of the qualification.
- Detailed statement of the complaint.
- Documentary evidence of all correspondence and the final outcome.

Complainants who have followed and exhausted the appropriate complaints procedures and are still dissatisfied with the outcome may contact:

- The office of Qualifications and Examinations Regulations (Ofqual)