



Complaints Policy & Procedure

Introduction

Armiger Training Services Ltd is committed to delivering an outstanding level of service to all its clients, subcontractors and suppliers. Our Complaints Policy and Procedures have been developed to support this commitment ensuring that whenever an expression of dissatisfaction is raised with our services, we deal with the complaint as quickly and efficiently as possible to resolve it.

Definition

A complaint is defined as an oral or written expression of dissatisfaction about an aspect of service or facility. Subcontractors, Suppliers and Clients are defined as individuals who may access, receive or benefit from services available from Armiger Training Services Ltd.

Principles

The procedure aims to be simple, clear, and fair to all parties involved. Complaints will be handled sensitively and aligned to GDPR. Any person named in a complaint will be informed of the substance of the complaint and will have to right to reply as part of the investigation. Information contained within the complaint will be made available only to those involved in its resolution.

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 Armiger Training Services Ltd
- The date & time of the complaint
- The nature of the complaint
- The name of the member of staff that received the complaint

If the owner of the complaint manages to resolve it to the satisfaction of both parties within 48 hours then the Complaints Register should be updated accordingly.

If the owner has not managed to resolve the complaint within 5 working days and the complainant is not happy with the resolution, then this will be taken over by the Managing Director. The Managing Director (PSC) will make the final decision and liaise with the complainant to confirm the outcome within 2 working days following receipt of the complaint from the owner.



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

- Confirmation that the complaint has been investigated
- 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 any of the complaints involves an Armiger Training Services Ltd staff member, the Managing Director may take the view that the complaint is to be investigated under the companies Grievance/Disciplinary Policy and Procedure. All complaints will be discussed & minuted at Board Meetings to decide if lessons are to be learnt and if so, these will be logged.

If the complaint is in relation to training delivered under one of Armiger Training Services Ltd awarding bodies and Armiger Training Services Ltd complaints process has been exhausted, 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:

Awarding Body	Email	Address
City & Guilds	Feedbackandcomplaints@cityandguilds.com	Feedback and Complaints Team City & Guilds 5-6 Giltspur Street London EC1A 9DE
CITB	Not Applicable	Approval & Compliance Manager CITB Quality Assurance Team Sand Martin House Peterborough PE2 8TY
SQA	Not Applicable	The Optima Building 58 Robertson Street Glasgow G2 8DQ
NPORS	info@npors.com	12 & 13 Brunel Court Rudheath Way Gadbrook Business Park Rudheath Northwich Cheshire CW9 7LP