

Complaints Policy

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> 1. Policy Statement

Training with Pride ("we", "us", or "our") is committed to providing high-quality training and excellent customer service. We understand that on occasion, things may not go according to plan, and you may wish to raise a complaint.

This policy outlines the procedure for making a complaint about our training services, which complies with the requirements set out in the Compensation Act 2006 (the Act) for regulated activities.

> 2. Who can make a complaint?

This policy applies to anyone who has used our training services, including:

- > Trainees enrolled in our courses.
- > Employers sponsoring employee training.
- > Any other individual who has interacted with us regarding our training provision.

> 3. What can you complain about?

You can make a complaint about any aspect of our training services, including:

- > The quality of the training delivered
- > The course content or materials
- > The conduct of trainers or staff
- > The administration of your training program
- > Any other issue related to your experience with us

> 4. How to make a complaint

We encourage you to raise any concerns informally with the trainer delivering your course, a member of our management team, or by contacting us directly through the following methods:

Email: Feedback@trainingwithpride.com

Phone: 0330 0539 140

> 5. What we will do

When you make a complaint, we will:

- > Acknowledge your complaint promptly and within a maximum of 5 working days.

- Listen carefully to your concerns and gather all relevant information.
- Investigate your complaint thoroughly and fairly.
- Aim to resolve your complaint within 20 working days of receipt. If this is not possible, we will keep you informed of the progress and provide a revised timeframe for resolution.
- Provide you with a written response outlining the outcome of the investigation and any proposed resolution.

➤ **6. If you are not satisfied**

If you are not satisfied with the outcome of our investigation, you can:

- Request a review of your complaint by a more senior member of staff.
- Make a formal complaint to the awarding body for the qualification you are studying (if applicable).
- Contact the Regulator (the body responsible for regulating consumer protection in your area) for further guidance, which may be:
 - The Consumer Ombudsman <https://www.ombudsman-services.org/> in England and Wales.
 - The Competition and Markets Authority (CMA) <https://www.gov.uk/government/organisations/competition-and-markets-authority> for complaints about competition law breaches.
 - Trading Standards <https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/> in your local authority for breaches of consumer protection legislation.

➤ **7. Time limits for making a complaint**

We recommend that you make your complaint as soon as possible after the issue arises. However, you are entitled to make a complaint under the Act within 3 years of the cause of action arising.

➤ **8. Confidentiality**

We will treat your complaint and any personal information you provide in the strictest confidence. We will only share this information with others if necessary to investigate your complaint or as required by law.

➤ **9. Commitment to improvement**

We value your feedback and use it to improve our training services. We will review all complaints to identify any areas where we can improve.

➤ **10. Changes to this policy**

We may update this policy from time to time to reflect changes in the law or our data handling practices. We will notify you of any significant changes.

➤ **11. Contact us**

If you have any questions about this policy or how we handle quality assurance, please contact us on:

Info@trainingwithpride.com or 0330 0539 140

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1.0	01/06/2023
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