

# COMPLAINTS POLICY

White Horse Training is committed to meeting and exceeding our customer care standards and providing high quality specialist training services to all our customers. We regard all Members, Learners, Employers, policy-making bodies, partner organisations and individuals with whom we have contact as our customers and we welcome comments, suggestions and feedback on the service experienced.

We take complaints about our services very seriously and any complaint will be thoroughly investigated. Customers using this policy can expect to be treated fairly and without discrimination.

## Scope

Any person or organisation has the right to complain to White Horse Training if they have concerns about a product or service which they have received from White Horse Training. This policy does not cover any appeals in relation to assessment decisions or concerns raised about the way a course, examination or assessment has been delivered or conducted. In these instances, please follow the process outlined in the relevant policy. A copy of the Appeals Policy and Malpractice or Maladministration Policy can be found on our website or by contacting us at the address at the end of this policy.

If you wish to raise a concern that is not covered under any of these policies please contact the Managing Director of White Horse Training for further advice.

## How to make a complaint

All of our staff are trained to help our customers and should be contacted at the earliest opportunity in order to try to resolve the issue(s) as soon as possible.

When raising a complaint we will ask you for the following:

- Contact details so that we can keep you informed of any investigation and outcomes
- A full description of the complaint including dates and times of events and if anyone else was involved
- Any relevant documentation supporting your complaint
- Names of anyone you have dealt with so far

**What we will do**

We will acknowledge receipt of your complaint within 2 working days and advise who will be looking into it. This member of staff will not have any personal interest or involvement in the matter and will look into the issue(s) raised. You will be kept informed of the progress of your complaint and the outcome when a decision has been made. We will aim to resolve all complaints within 10 working days however, there may be occasions when it will take longer. If this is the case we will contact you in writing to explain the reason for the delay and provide you with an indication of when we expect to reach an outcome.

**Confidentiality and Whistle Blowing**

When making a complaint it is always preferable to reveal your identity and contact details to us, however if you wish to remain anonymous please inform us of this from the outset. All complaints received will be dealt with confidentiality and in accordance with the requirements of the General Data Protection Regulations 2018.

Whistleblowing is distinct from complaints and any concerns raised will be passed directly to the Managing Director of White Horse Training. If required, it may also be escalated to a member of the Board of Directors.

**Appeals**

If you are not satisfied with the response you receive you can appeal the decision by writing to the Managing Director of White Horse Training who may deal with it directly or refer it to any member of the Board of Directors for review.