

	<h1>Complaints Policy</h1>	CFS 162	Version 1.03	
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## 1. Introduction

The following procedures are intended to deal with circumstances in which a Learner has a complaint concerning the provision of services or facilities on a PHECC Training Course.

## 2. The Informal Stage

Most difficulties can be resolved at an early stage by talking with the individual(s) most concerned with the issue at the local level. For example, in the case of complaints by Learners regarding their Training Course this would involve speaking to the PHECC Trainers or Affiliated Trainers directly. Such action can often result in a speedy resolution of the matter without the need for formal proceedings.

If it's a matter to do with facilities i.e. Training Room and Resources, this matter should be brought to the attention of the PHECC Trainers or Affiliated Trainers who can then raise the matter with the PHECC Manager.

Only if complaints are not satisfactorily resolved at the informal stage should they proceed to the formal stage.

## 3. The Formal Stage

All complaints proceeding to the formal stage will be dealt with on the basis of written submissions. When submitting a written complaint please provide the following details:

- Your name and contact details;
- The nature of your complaint;
- What action, if any, has already been taken by you to resolve the complaint;
- State what you believe an appropriate outcome of your complaint should be.

This written complaint should be submitted to the PHECC Manager. The PHECC Manager will then initiate a thorough investigation of the matter and will make a recommendation in due course.

## 4. Customer Complaints Process

- Complaint regarding Course Content - Speak to PHECC Trainers or Affiliated Trainers;
- Complaint regarding Facilities - Speak to PHECC Trainers or Affiliated Trainers who will communicate with PHECC Manager;
- Satisfactory Resolution – No further action required;
- Unsatisfactory Resolution – Formal complaint initiated.