

CB Training Services Limited **Complaints Policy**

Purpose

CB Training Services Limited is committed to providing a quality service for its learners. We take every care to ensure we are delivering a high standard of service but are aware that there may be occasions that we do not meet both yours and our expectations, in this instance please raise your concerns with us immediately so we can address them, respond positively, and rectify any mistakes made.

Policy

CB Training Services Limited is committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been directly affected by our services. We strive to think our learners have confidence that we will listen to their views and act upon them accordingly. All written correspondence will be acknowledged by us within 7 working days, any dissatisfaction received will be treated as a complaint.

Our aim is to provide our learners with a clear, precise process to follow when they feel the need to make a complaint and communicate effectively the process we will follow to resolve the complaint.

We aim to ensure:

- The complaints procedure is an easy process to follow and is prompt and efficient
- All complaints are treated as a dissatisfaction with our level of service
- The resolution is to the complainant's satisfaction (explanation, apology, action taken) and our staff when dealing with the complaint are courteous, consultative, and responsive
- Complaints and feedback received is reviewed in line with our quality assurance standards to help improve our products and services

Everyone has the right to raise a complaint, so this policy will define the stages and procedures you would need to follow, guidance is as follows:

- The process you need to follow to raise a complaint
- The appropriate person who this should be directed to
- The timescales for the complaint to be investigated
- How and when you will be notified of the outcome

CB Training Services Limited will not accept a complaint under this policy in relation to the following:

- If the complaint relates to any assessment decision or course results please refer to our enquiries and appeal policy
- Any form of maladministration or malpractice, this will be dealt with under our maladministration and malpractice policy
- Other parts of the business such as swimming lessons, quality assurance or consultancy work.

Raising Concerns and Making Complaints

All individuals can access the information about our complaints procedures through our website <https://cbtraining.org/policies> or can request a copy by contacting us CB Training Services Limited. We are committed to providing an equal opportunity for all, where possible to communicate with us.

If you have attended a course and are dissatisfied with the service or are seeking a refund of your course fee you must firstly try to resolve this matter with the centre co-ordinator. Learners must have exhausted their centres complaints policy before raising a complaint with Safety Training Awards. Safety Training Awards do not offer refunds for courses organised by individual members, please contact the centre co-ordinator directly to discuss your concern / complaint prior to contacting the awarding organisation. If you are not happy with the response, then please contact Safety Training Awards for further advice.

A complaint can be raised by an individual, a group or a third party who is acting on the behalf of someone else. If a third party is submitting a complaint on the behalf of someone else they will need written permission from the complainant along with the written complaint attached, this should then be presented to CB Training Services Limited for acceptance.

Once CB Training Services Limited have received a complaint an acknowledgement will be sent within 7 working days. The complaint will be reviewed in line with our policies and procedures and an investigation will be conducted where necessary. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required.

Frivolous and Vexatious Complaints

"Frivolous" and "vexatious" generally mean different things, however both are typically grouped together as they relate to the same basic concept of a claim or complaint (or a series of many) not being brought in good faith:

- A "*frivolous*" claim or complaint is one that has no serious purpose or value. Often a frivolous claim is one about a matter that is so trivial, meritless on its face, or without substance that investigation would be disproportionate in terms of time and cost. The implication is that the claim has not been brought in good faith because it clearly has no reasonable prospect of success and/or is not significant enough to warrant its mention.
- A "*vexatious*" claim or complaint is one being pressed specifically to cause harassment, annoyance, frustration, worry, or even bring financial cost to the organisation.

A frivolous or vexatious complaint is an unjustified, inappropriate or improper use of formal procedure.

For example, a vexatious complaint may be:

- Where there is evidence which indicates that the complainant has a personal grudge and correspondence is targeted towards a particular member of staff.
- Where a complainant is unreasonably persistent in attempting to reopen an issue which has already concluded.
- Where a complainant is using abusive or aggressive language which is beyond the level of criticism that could be reasonably expected.

Where a complaint is deemed to be either frivolous or vexatious, CB Trainings Services

Limited Management team consisting of at least 3 management will meet to discuss if it is deemed as one of these or to follow the process through the official complaints policy.

How to Make a Complaint

Informal Process

We understand that most individuals who are not satisfied with a service would like it addressed and dealt with as soon as possible, therefore an informal process would be far more appropriate.

An informal process will be more efficient resolving complaints quickly by mediating between who is responsible for the dissatisfaction and the complainant. The complaint may be resolved immediately following this process, so we encourage our learners to contact CB Training Services Limited directly for an informal discussion if they have a complaint that needs to be resolved to achieve the desirable outcome.

Formal Process

Stage 1

If the complainant is not satisfied with the outcome from the informal process the dissatisfaction should be submitted in writing to CB Training Services Limited. Once we have received this information we will send acknowledgement of receipt to the complainant within 7 working days and an investigation to resolve the dissatisfaction will commence. CB Training Services Limited will identify an appropriate manager to review the complaint for further investigation and the complainant will be notified of the individual responsible for this. The member of management will conduct a further investigation in to the complaint, upon completion of the investigation they will communicate and notify the complainant and provide them with an explanation or resolution.

To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required.

If the complainant remains dissatisfied with the outcome from the manager's investigation the next steps to pursue are stage 2 of the complaints procedure.

Stage 2

If the complainant is not satisfied with the outcome from the stage 1 complaints process they are able to request a review of the complaint by a senior manager. This must take place within 14 days of the outcome of the original complaint and must be submitted in writing. The senior manager will determine if appropriate procedures were followed and the complaint was answered fully, if there is new evidence submitted in support of the complaint this will also be reviewed. Following review, we shall aim to notify the complainant in writing as soon as possible of the outcome, within a maximum of 28 days.

If the learner is not satisfied with the final response they may then refer the complaint to Safety Training Awards.

Stage 3

If the learner is not satisfied with the final response from CB Training Services Limited, they may then refer the complaint to Safety Training Awards. Details on how to do this can be found on: <https://www.safetytrainingawards.co.uk/policies/complaints-policy/>

Stage 4

If the learner is not satisfied with the response from Safety Training Awards, they may then escalate the complaint to Ofqual, Qualifications Wales or SQA. Details on how to do this can be found below: *(Please note the regulators are unable to overturn an assessment decision for regulated qualifications)*

Ofqual (England)

Complaints
Ofqual
Earlsdon Park
53–55 Butts Road
Coventry
CV1 3BH

Tel: 0300 303 3344 (the phone line is open on weekdays from 09:00 to 17:00 *except bank holidays)

Website: ofqual.gov.uk

Email: complaints@ofqual.gov.uk

Qualifications Wales (Wales)

Qualifications Wales
Q2 Building, Pencarn Lane
Imperial Park
Coedkernew
Newport
NP10 8AR

Tel: 01633 373 222

Website: qualificationswales.org/english

Email: enquiries@qualificationswales.org (if you wish to make a complaint, please title your email 'Complaint')

SQA Accreditation (Scotland)

SQA Accreditation
Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

Tel: 0345 213 5249

Website: accreditation.sqa.org.uk

Email: accreditation@sqa.org.uk

For complaints relating to schools or public leisure centres in Scotland, a complaint can be raised with the Scottish Public Services Ombudsman.

Scottish Public Services Ombudsman

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Website: www.spsso.org.uk

Freephone advice line: 0800 377 7330

Fax: 0800 377 7331

Monitoring and Review

This policy and its procedures will be reviewed regularly for improvements as part of our Quality Assurance requirements. This will ensure it is fit for purpose, reflects the services we deliver to our customers and we provide services which are relevant to the requirements of individual needs.

This policy was written and created by Chris Bateman in July 2018 (Version 18.1).

This policy will be reviewed at least once per 24-month period and when there is an update from the awarding organisation policies.

Review no.	Date of review:	Purpose & Details of change	Initial
21.1	08.12.2021	Full review and no changes required except added stage 3 & 4 of the complaints process to escalate the complaint to STA or the regulators	CB
23.1	02.03.2023	No changes required	CB
24.1	31.03.2024	No changes required	CB
25.1	31.03.2025	The addition of frivolous and vexatious complaints and also the addition of not receiving complaints under this policy for other parts of the business such as swimming lessons, quality assurance or consultancy work.	CB
26.1	21.08.2026	Review period changed from annually to every 24 months	CB

Next Review Date: August 2028