|  |
| --- |
| **Complaints Policy** |

A complaint is an expression of dissatisfaction concerning an Education Goals Success product or service. Education Goals Success take all complaints seriously. All staff are trained and committed to seek to rectify problem/s as soon they are raised and brought to their attention.

Education Goals Success recognise that if a learner raises a complaint it is dealt with promptly and professionally. In the first instance the learner should direct the complaint including details of the complaint to their trainer. In the case of the complaint being about the trainer then the complaint should be directed to the Head of Operations Dariush Mohandes - dmohandes@educationgoalssuccess.com

Should this fail to provide you with a satisfactory resolution then please contact the Head of Quality via one of the following options:

Head of Quality: Kashmiro Capes-Bhatti

Call: 07957227133

Write to:

Education Goals & Success

Room 8

Oathall House

Oathall Road

Haywards Heath

RH16 3EN

When you contact Education Goals Success, please give us your full name, contact details, and include a daytime telephone number along with:

* A full description of your complaint (including the subject matter and dates and times if known);
* Any names of the people you have dealt with so far; and
* Copies of any papers or letters to do with the complaint.

Education Goals Success ask that you raise your complaint as soon as possible after the event in order to investigate fully and promptly. The Head of Operations/Head of Quality will investigate your complaint and respond to you within one week

**Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Training Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. Training Director will further investigate in full and respond to you within 10 Days.

The Training Director can be contacted on:

Call: 0845 299 6090

Write to: Education Goals & Success

Room 8

Oathall House

Oathall Road

Haywards Heath

RH16 3EN

This will be the final route of escalation within Education Goals Success. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your apprenticeship/qualification then please contact the Awarding Organisation directly. Education Goals Success will provide you with these details.

If you have any queries about the contents of this policy, please contact the Head of Operations/Head of Quality.

|  |  |
| --- | --- |
| Version  | 1 |
| Next document review | 6th December 2019 |
| By | Kashmiro Capes-Bhatti |