

Complaints procedure for candidates

Our Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. Although we will try our very best to provide our learners with the best learning we possibly can, there may be a rare occasion when you have a complaint regarding any training session or service provided by our centre/s. We have eight weeks to consider your complaint.

Informal Complaint

If you are unhappy with the way you have been treated or feel there is something troubling you we advise you to first speak with a member of staff informing them of the situation, we hope that after speaking with them, they will be able to resolve the problem as soon as they possibly can.

Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning our service, when the complainant has drawn his or her concern to the attention of one of The Training wizard's employees and is not satisfied with the response. We take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Formal Complaints

However, if you feel it is necessary to take the matter further or you believe that speaking to that certain member of our team was not enough, the following options will then be available to you.

If the complaint is not directly linked to you, we understand that you may not want to mention your name for any reason, you are more than welcome to keep the complaint anonymous, but if the matter is personal we recommend that you inform us who you are so we can speak to you personally to resolve the matter effectively.

Making a formal complaint

If you are dissatisfied with the way your problem has been dealt with by a front line member of staff, we encourage you to ask to speak to the manager for the section concerned. You have the choice as to whether you wish to have your formal complaint dealt with by telephone, letter or e-mail.

When you call us you should provide us with:

- your full name
- what your call is regarding
- your daytime telephone number as this will help us to ensure that you get a call back to ease the matter.

If you prefer to have your complaint dealt with in writing. Please forward details of the complaint to:

The Training wizard,
1079, Mollison Avenue,
Top of Renault Trucks,
Middlesex
EN3 7NE

You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at The Training wizard about the problem. You should also tell us what you think we should do to resolve your complaint and what you believe the best option is. Please remember to provide full details of the address where you would like the response of the complaint to be sent.

Upon receive of your formal complaint the file will be passed on to Bertrand Kessou our designated complaint officer.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint.
3. Within ten days we will write to you with details of the investigation and what has taken place and any solutions in a written report, although every effort will be made to resolve the matter sooner.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals so please do be very truthful so that we can ensure the same issue doesn't occur again.

If you are unhappy with the response you receive from the manager you may request that the Managing Director reviews your complaint and the way in which it was dealt with. The MD will ensure that your complaint has been dealt with fairly in line with our policies and procedures. You will receive a further written response from the MD within 10 working days of your appeal being received, although our target is 5 days.

Our designated appeal officer is Umais Zahid

If you are still unhappy that your complaint has not been resolved within 8 weeks we can make arrangements for your complaint to be addressed by higher authority (i.e. the regulatory body, awarding body, company solicitor, etc)

Your complaint can also escalate to the relevant awarding body.

A Copy of this policy is available at the centre on demand and advertised on our website