

Complaints and Appeals Procedure

We pride ourselves on our high standards. Should you have a complaint arising from any dissatisfaction with the training or assessment of this Training and Assessment Centre or you would like to appeal against any decision made, please read the summary below.

We will take any concern or complaint against the company of staff member seriously and will investigate it promptly for resolution as quickly as possible.

All complaints will be dealt with consistently, fairly and sensitively, within clear time frames.

How to complain:

1. First, please discuss your concerns with Scott Fraser Training and Assessment Centre secretary. It is hoped that any complaint can be resolved amicably straight away.

By phone: 01825 731810

By email: anna@scottfrasertraining.co.uk

By letter: Hillcrest, High Street, Buxted, East Sussex, TN22 4JZ

We will ensure that we:

Acknowledge your complaint within 2 working days

Investigate and respond fully to you within a further 10 working days

Review potential improvements to the service we provide

2. Should your matter not be resolved, please lodge your complaint or appeal in writing. Please complete the Complaints and Appeals Form (retain a copy for your records) and return it to:

Anna Fraser
Scott Fraser Training Ltd
Hillcrest, High Street, Buxted, TN22 4JZ

Tel: 01825 731810
Company Reg No. 9005717

3. Scott Fraser Training Ltd is committed to processing your complaint or appeal and informing you of the outcome within a maximum of 20 working days. The actual time will depend on the nature of the complaint or appeal.

There will be no charge for processing complaints or appeals by learners.

Linked to an assessment:

If you are still not satisfied with the outcome of your complaint or appeal linked to an assessment you have a second line of recourse to City & Guilds NPTC or Lantra Awards.

You may request a form from the assessment centre or from City & Guilds NPTC or Lantra Awards direct.

As before your complaint or appeal must be in writing.

If you remain dissatisfied with the resolution of your complaint, you can contact City & Guilds or Lantra Awards.

City & Guilds

feedbackandcomplaints@cityandguilds.com 020 7294 8444

Customer Experience Team

City & Guilds
5-6 Giltspur Street
London
EC1A 9DE

Lantra Awards

024 7669 6996

Lantra House

Stoneleigh Park

Coventry

CV8 2LG