

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 or 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.

1. First, please discuss your concerns with Scott Fraser Training and Assessment Centre secretary.
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
Email anna@scottfrasertraining.co.uk
Website www.scottfrasertraining.co.uk

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.

Reviewed January 2020