

Complaints & Appeals Procedure

A formal complaint is an expression of dissatisfaction concerning Growtrain Limited's product or service, when the complainant has drawn his or her concern to the attention of one of Growtrain Limited's employees and is not satisfied with the response.

Growtrain Limited will 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 recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

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. If the manager is unavailable, you should ask to speak to the Director. You have the choice as to whether you wish to have your formal complaint dealt with by telephone, letter or e-mail.

If you prefer to have your complaint dealt with in writing, please forward details of the complaint to Growtrain Limited, 8b Woodhorn Business Centre, Woodhorn Lane, Oving, Chichester, West Sussex, PO20 2BX. 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 with at Growtrain Limited about the problem. Please remember to provide full details of the address where you would like the response to be sent.

Receipt of the complaint will be acknowledged on the same day that it is made by e-mail; letters will be sent out first class on the day of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in 5 working days. Details of the investigation and our proposed remedial action will be included within the response.

Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.

If you are still unhappy with the response you received from Growtrain Limited, you may request that the Director reviews your complaint, together with the way in which it was dealt. The Director will ensure that your complaint has been dealt with fairly in line with Growtrain Limited's policies and procedures.

In the event that a delegate has exhausted these policies and is still unhappy, Growtrain Limited will offer the awarding bodies Appeals Procedure in Growtrain Limited's place, at the learner's expense, unless found in their favour.

You will receive a further written response from Growtrain Limited within 10 working days of your appeal being received, although our target is 5 days.

To be reviewed: 5 January 2025 (annual)