COMPLAINTS PROCEDURE POLICY

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1.0	Annual Review	03/12/2019	03/12/2020	Shabir Siddiq
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3.4	Annual Review & header logos change	01/08/2025	31/07/2026	Shabir Siddiq
3.5	Annual Review & header logos change	01/08/2026	31/07/2027	Shabir Siddiq

Alphabet Training is committed to providing a professional, efficient, courteous and helpful training environment to all our clients. However, in the instance you feel like things have gone wrong and you are dissatisfied with our service, we want you to tell us (complain). Then we can resolve your complaint and try to ensure it does not happen again.

Alphabet Training takes all complaints extremely seriously and all staff are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution or you feel it is inappropriate to address your complaint with the Tutor/Assessor, then please contact Alphabet Training as per the procedures below.

SCOPE

This policy is provided for Alphabet Training customers, including learners and staff members who are using or delivering the courses, qualifications or apprenticeships on offer through Alphabet Training.

LOCATION OF THE POLICY

This policy is available for all staff members and learners to access and it is important that staff involved in the management, delivery, assessment and quality assurance of qualifications and learners undertaking these qualifications are fully aware of the contents of the policy. The policy details are included in the apprenticeship handbook and covered during initial induction with messages being reiterated throughout the apprenticeship journey especially during reviews.

REVIEW OF THE POLICY

Alphabet Training will review the policy annually and revise it as and when required in response to customer feedback, changes in practices, actions required by Alphabet Training or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

POLICY STATEMENT

Alphabet Training is committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds trust and respect. One of the ways in which we can continue

to improve our service is by listening and responding to the views of our staff members, customers and learners, and in particular by responding positively to complaints, and by putting mistakes right.

STATEMENT OF PRINCIPLES

Alphabet Training aims to ensure that:

- Making a complaint is as easy as possible.

We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.

- We deal with it promptly, politely and confidentially.
- We respond in the right way - for example, with an explanation, apology or changes to provision and support.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

DEFINITION:

A complaint can be defined as 'any expression of dissatisfaction that relates to Alphabet Training and that requires a formal response'.

PURPOSE:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

Alphabet Training responsibilities are to:

- Acknowledge the formal complaint in writing.
- Respond within the stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

CONFIDENTIALITY:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Alphabet Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit).

Should this be the case, the situation will be explained to the complainant.

COMPLAINTS PROCEDURE

This procedure tells you how to make a complaint about any issue related to delivery and support of our training services. All our staff receives guidance on how to handle complaints. We aim to deal with all complaints promptly, fairly and proportionately. All complaints will be tracked on a database and tracked to completion.

You can:

Call: 01254 679998

E-mail: asma@alphabet-training.co.uk

Write to: Alphabet Training Central Building, Richmond Terrace, Blackburn, BB1 7AP

When you contact us, please give us your full name, contact details, and 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
- copies of any papers or letters to do with the complaint

Stage 1

If a complaint is unable to be resolved informally, the complainant should write/email their complaint to a relevant Alphabet Training member, so that they have a chance to put things right. In the letter/email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by Alphabet Training within 2 working days of receipt of a complaint. Complaints will be investigated by relevant Alphabet Training staff member. As part of the investigation regarding a complaint, an Alphabet Training staff member may undertake interviews with the relevant people involved. The complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint).

Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to Alphabet

Training Centre Manager and ask for their complaint and the response from Alphabet Training to be reviewed. Alphabet Training Centre Manager will acknowledge a complaint within 2 working days of the receipt of a complaint. Responses to complaints will be within 10 workings days of the acknowledgement.

Centre Manager Details:

Name	Asma Modan
Email	asma@alphabet-training.co.uk
Telephone	01254 679998

Alphabet Training aims to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done to deal with the matter and when a full reply can be expected and from whom.

Stage 3

If a complainant is still not satisfied with the subsequent reply from Alphabet Training Centre Manager then you have the option to contact the Awarding Body with regards to your complaint. The Awarding Body will undertake an investigation into any complaints received, in line with the Awarding Bodies' Complaints Policy.

All documents relating to a complaint must be saved and stored securely in the centre. The Awarding Body must be given access to any information or documents regarding any complaints when requested.

You can also refer to the Education and Skills Funding Agency, details can be found at;
https://www.gov.uk/government/organisations/education-and-skills-funding-agency

If you remain unhappy with the outcome, you may then raise your complaint with the relevant qualification regulator. Alphabet Training or the Awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.
The following list of qualification regulators has been provided as additional guidance.

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
    - delivered in Wales - Qualifications Wales
    - delivered in Northern Ireland - CCEA Regulation
    - delivered anywhere else – OFQUAL

Alphabet Training deal with a number of awarding organisations and their contact details can be found below together with the OFQUAL:

Awarding Body	Address	Email	Phone
Highfields Qualifications	Highfield Icon, Firstpoint, Balby Carr Bank, Doncaster, DN4 5JQ	confidentialenquiries@highfield.co.uk	01302 363277
NCFE	Customer Recovery team NCFE Q6, Quorum Business Park Benton Lane Newcastle upon Tyne NE12 8BT	complaints@ncfe.org.uk	0191 239 8000
TQUK	2nd Floor, Dunham House Cross Street, Sale Manchester M33 7HH	quality@tquk.org.uk	03333 583 344
BCS	3 Newbridge Square Milford Street Swindon SN1 1BY	customerservice@bcs.uk	01793 417417
Ofqual	Earlsdon Park, 53-55 Butts Road, Coventry CV1 3BH	complaints@ofqual.gov.uk	0300 303 3344

Summary

The route of Escalation is as follows:

1. Learner raises their complaint to Alphabet Training Group Ltd
2. If the learner remains unhappy, they can escalate the appeal to the Awarding Body
3. Should the learner still remain unhappy, they can escalate to the qualification regulator (e.g. Ofqual).

Signed by the Managing Director

01/08/2026