

## **Delegates Complaints Procedure**

Hastings Business Training strives to achieve the highest standards in its provision of services but recognises that complaints may arise relating to these. It is important that delegates have confidence that complaints will receive timely and appropriate attention within the resources available through an accessible, fair and straightforward complaints procedure. Delegates should expect to be treated fairly and with courtesy and complaints to be dealt with as quickly as possible. In return, Hastings Business Training expects delegates to adopt a responsible attitude in connection with all aspects of the procedure.

Hastings Business Training values greatly the views of its delegates. It aims, therefore, to manage complaints in a way that is sensitive to the needs of each specific case, and supportive of the Hastings Business Training's goal of providing an exceptional experience. There are a number of informal channels through which it is hoped that most problems can be resolved. If however, you need to pursue a complaint formally, you can be sure that the Hastings Business Training will treat it seriously and importantly, on the basis set out in this document.

Advice on how to use the complaints procedure is available from a variety of sources, but in the first instance delegates are encouraged to consult the administration office.

### **What complaints can be considered?**

Grounds for complaints might include:

- Dissatisfaction with standards of the basic framework, such as course design, content and structure, resources and facilities and information provided to you about your course.
- Dissatisfaction with quality of the workshops and teaching
- Failure to meet obligations such as those set out in the brochure
- Deficiencies in standards of service which might include problems with support facilities such as administrative services
- Other deficiencies in the quality of your learning experience.

### **How does the complaints procedure work?**

Generally, complaints are most easily resolved if they are raised at the time the problem first occurs and with the person/s directly involved. Often, you will be able to resolve your complaint simply by discussing it with a relevant member.

If you cannot, or unable to, resolve your concerns in this way, you should put your complaint to the training administrator at the training venue who will inform the proprietor.

To assist the process, your written complaints should include the following information:

- Details of the main issue concern addresses to the training administrator comprising the proprietor and two independent persons.
- An outline of any informal discussions which have already taken place to resolve the issue.
- A summary of the resolution/outcome you are seeking.
- Details of any representative who will speak on your behalf if necessary.

The complaint will be acknowledged within one working day of receipt by the proprietor.

**Following investigation, the complaint committee will either:**

- a) Seek to resolve the complaint informally on paper or at a hearing if necessary.
- b) Uphold the complaint and take action accordingly to resolve the problem to your reasonable satisfaction.
- c) Dismiss the complaint if there is no substance to it.
- d) Dismiss the complaint if it is judged to be trivial, vexation or malicious and take further action if appropriate.

The complaint committee will aim to provide a response within 2 working days of receiving a complaint. Please note, complex cases will, unavoidably; take longer to investigate with due care and thoroughness should this be the case you will be informed of any likely delay (and the reasons for the delay) at the possible opportunity.

The proprietor will reply to the complaints, setting out the Hastings Business Training's decision and the evidence upon which it has been based. The letter will also notify the complainant of the Hastings Business Training's intension to issue a Completion of Procedures letter.