

Chadsfield Training Ltd

Complaints Policy

1.0 Policy Statement

Chadsfield Training Ltd is committed to delivering a high standard of service across all sectors in which we operate. We welcome feedback and treat complaints as an opportunity to improve our services, systems and professional standards.

All complaints will be handled promptly, fairly and proportionately.

2.0 Scope

This policy applies to:

- Employees
- Freelance trainers and associates
- Trainees and delegates
- Clients and commissioning organisations
- External stakeholders

It covers complaints relating to service delivery, course content, staff conduct or organisational procedures.

3.0 Principles

Chadsfield Training Ltd will ensure that:

- Complaints are acknowledged and investigated in a timely manner
- The process is fair, transparent and impartial
- Complainants are treated with respect
- Appropriate corrective action is taken where required
- Lessons learned are used to improve service delivery

4.0 Complaints Procedure

4.1 Informal Resolution

Where appropriate, concerns should initially be raised informally with the relevant trainer, staff member or line manager. Many issues can be resolved at this stage.

4.2 Formal Complaint Submission

If the matter is not resolved informally, a formal complaint should be submitted in writing via email or letter to senior management.

4.3 Acknowledgement

Formal complaints will be acknowledged within **five (5) working days**.

4.4 Investigation

A proportionate and thorough investigation will be undertaken. Findings will normally be communicated within **fifteen (15) working days** of acknowledgement.

4.5 Outcome and Resolution

Where appropriate, corrective or remedial action will be implemented. The complainant will be informed in writing of the outcome.

5.0 Right of Appeal

If the complainant is dissatisfied with the outcome, they may submit an appeal in writing within **ten (10) working days** of receiving the decision.

The appeal will be reviewed by senior management not previously involved in the investigation. A final decision will normally be provided within **ten (10) working days** of the appeal being received.

The decision following appeal is final.

6.0 Confidentiality and Protection

All complaints will be handled confidentially and in accordance with data protection requirements.

No individual will be disadvantaged, victimised or penalised for raising a complaint in good faith.

7.0 Monitoring and Review

Complaints will be monitored to identify trends and areas for service improvement.

This policy will be reviewed annually or sooner if legislative or organisational changes require revision.

Effective Date: 01 January 2026

Review Date: 01 January 2027

Christopher Driver
Managing Director
Chadsfield Training Ltd