



Complaints Policy

World Class Training is a progressive training organisation providing mandatory training to a range of organisations. We provide a range of First Aid training and qualifications many of which are endorsed or accredited by a recognised awarding body.

At World Class Training we are committed to providing high quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our customers, students and suppliers may have about our organisation and sets out our formal procedure for dealing with such complaints.

It is important that all complaints are raised directly with World Class Training.

Our complaint policy regarding the OFQUAL regulated courses is a four stage process, All WCT qualifications are processed up to stage TWO. Each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

Stage one:

- Complaint is raised directly with the tutor conducting the course, who will deal with the complaint at the time that it is raised.
- If the complaint is not about a course but about another aspect of our business, then the complaint should be raised with the person who the customer is speaking to.

Stage two:

- Complaint should be referred to World Class Training head office where our customer care team will deal with your complaint, they can be contacted by using the following details:
- World Class Training, Brixham Laboratory Building, Freshwater Quarry, Brixham, TQ5 8BA info@worldclasstraining.co.uk, www.worldclasstraining.co.uk
- We will aim to resolve all complaints within 10 working days in writing.

Stage three:

- Complaint should be referred to the awarding body concerned. Contact the World Class Training office to establish the awarding body to which the qualification relates to. 01803 467373
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Stage four:

- Stage four is the final stage of the complaint, if your complaint has not been resolved, you can take your complaint to Ofqual.
- You can make us aware of your complaint by letter, phone or email.

Office of Qualifications and Examinations Regulation

Spring Place
Coventry Business Park
Herald Avenue
Coventry
CV5 6UB

Telephone: 02476 671839

(Lines are open Monday to Friday, 9.00am to 5.00pm)

Email: info@ofqual.gov.uk

You need to provide Ofqual with the following information:

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

Ofqual promise to:

- acknowledge receipt of your complaint within two working days of receiving it
- give you a full response within 30 working days.

World Class Training will keep a written record of all complaints and compliments made about our business, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary is to provide high quality customer focused training and qualifications; therefore we aim to have very few complaints and certainly aim to resolve any complaints within our company.

This policy was approved by: Alex Leaf 18/4/19

Review Due (24 months from approval).