

General Statement

The Centre aims to provide a high quality experience for each student. It recognises, however, that on occasion a student may be dissatisfied with or concerned about an aspect of his/her experience and may wish to pursue this using a mechanism beyond day to day feedback processes.

A complaint can be made about any aspect of the student experience or the wider Centre, including educational aspects, and can be made by an individual student or by a group of students.

This procedure tells you how to make a complaint about any of our training services.

All our staff receive guidance on how to handle complaints.

How do I make my complaint?

You may be able to resolve your complaint by taking it up immediately with the individual trainer concerned, or by calling the centre coordinator on 020 7241 6080, although you may be asked to put the details of your complaint in writing.

But if not, you can write (including fax and e-mail) to us (Metloc Business Centre, 37 Victoria Road, Romford, RM1 2LH, or email info@havilah.co.uk with the subject 'Compliant').

What should I include in my complaint?

You should include:

Your name (and company name if appropriate), and address;

The name and date of the course you attended;

Copies of any relevant correspondence about the complaint;

The name of the person who you wrote or spoke to, and when, to help us find the papers and/or phone logs;

Details about what has gone wrong or has not been handled properly; and

An explanation of how you would like us to resolve your complaint.

What will happen next?

We will respond in writing to your complaint, within 10 working days of receiving it. If this is not possible, we will, within 5 working days, send you an acknowledgement explaining why

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we cannot provide you with an immediate response, including details of when you can expect a full reply.

We recognise that each complaint is different and that we will need to deal with each one in the most appropriate way. Therefore, our target is to address 90% of all complaints within 10 working days. We will reply to the remaining 10% within 20 working days. All complaints are logged in a database and then tracked to completion.

What if I am not satisfied with the initial response?

If you are not satisfied with our response to your complaint, you can escalate it by writing to our Managing Director.

In the event that our response to your complaint does not meet with your satisfaction, you are encouraged to escalate this to the notice of the awarding body and follow their complaint procedures for a satisfactory resolution. Furthermore if the learner still remains unhappy the learner can raise their complaint to the Qualification Regulator.

What can I expect?

We aim to provide a high standard of service but, unfortunately, there may be times when we make a mistake. If this happens you are entitled to expect any one, or a combination, of the following:

An apology;

An explanation;

An assurance that the same mistake will not happen again;

Details of the action we have taken to put things right.

You may also be entitled to financial compensation and/or alternative training courses/services. Compensation will depend on the nature of the mistake, the circumstances in which the mistake was made, and any actual loss you have suffered or costs incurred as a direct consequence of the mistake. Each claim is considered on its merits.

Learners' views

One of the best ways we can continue to improve our service is by listening, and responding, to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right, so that we can maintain our good practices. Please submit your suggestions in the suggestion box at reception in our training centre.

Consideration of complaints

The Centre takes student complaints seriously and will do its best to resolve matters that are brought to its attention. It encourages informal resolution where possible and positive engagement with those who complain. The Centre aims to deal with complaints transparently, confidentially, following the principles of natural justice and in a timely manner. A student will not suffer any detriment if they make a complaint in good faith.

However, complaints that are submitted anonymously will not normally be considered and complaints that are found to be unsubstantiated will be dismissed. A student should also be aware that if a complaint is pursued inappropriately disciplinary action may be taken against him/her.

Staff and students are expected to take every opportunity to resolve a complaint before escalating the matter to the next stage of the process. Each stage of the process should be exhausted before the next stage is used.

Making a complaint is different from appealing against the decision made by an Assessment Board on a student's assessment, progression or award. The timescales of the two are also different. If a student has a concern s/he must ensure that s/he chooses the most appropriate route for pursuing that concern depending on its nature. Concerns should where possible be raised at the time.