



Complaints Policy

Kate's Training CIC

1. Purpose

This policy sets out a clear, fair and consistent process for raising, investigating and resolving complaints about our services.

2. Scope

This policy applies to employers, business clients and learners who use our services. It explains how to make a complaint, how we will investigate it, and how to request a review or refer the matter to an external body.

3. Complaints Procedure for Business Clients

We take customer satisfaction seriously and want to help anyone who is unhappy with our services. We aim to provide a positive experience and will work with customers to resolve concerns quickly and fairly.

We will make every reasonable effort to resolve complaints within our organisation. This section applies to employers and business clients who have purchased our services.

If you or your organisation are unhappy with our services, please email kate@katesttraining.uk or support@katesttraining.uk. We will confirm receipt within two working days. You can also call us on 07362 512257 or 0161 706 2276.

To make a formal complaint, email kate@katesttraining.uk or support@katesttraining.uk and mark the message "Strictly Private and Confidential". We will confirm receipt within two working days and manage the complaint through the three-stage process below.

We will explain each stage of the process and provide reasonable support where needed. We will handle all complaints confidentially, fairly and without treating the complainant unfairly.

4. Stages of the Complaints Procedure

4.1 Stage One: Initial Resolution

Within two working days of receiving the complaint, we will confirm receipt and arrange to discuss the concern with the customer. We will clarify any misunderstanding and suggest a suitable solution within five working days. If the customer accepts the outcome, we will close the complaint.

4.2 Stage Two: Formal Review

If the customer is still unhappy, they should request a formal review within ten working days of receiving the stage one outcome. We will review the relevant evidence, consider their concerns and provide a written decision within ten working days of receiving the request. Depending on the circumstances, we may offer retraining with a different trainer, an independent consultation or a refund of the training fee.

4.3 Stage Three: Escalation and Mediation

If the complaint is still unresolved, the customer should request escalation within ten working days of receiving the stage two decision. We will respond within five working days and may suggest independent mediation where appropriate. We aim to start mediation, or provide details of a suitable third party or professional body, within twenty working days. Any external or legal process will follow the timescales set by the relevant organisation.



5. Complaints Procedure for Learners

We are committed to customer satisfaction and high-quality services. If a learner is unhappy with our services, we welcome their feedback and will work with them to understand and resolve their concerns.

If a learner wants to appeal a trainer's assessment decision, we will explain the relevant appeals process at the start of the training. Learners must submit their own appeals because we cannot share assessment information with another person without the learner's permission. We will handle appeals in line with the policies of the relevant awarding or regulatory body.

A learner who disagrees with an instructor's decision should first discuss it with the trainer or instructor. If the issue is not resolved, the learner may raise it with the instructor's manager and then appeal to the relevant awarding or regulatory body.

Another person may raise a concern for a learner only if the learner has given suitable permission or if the law allows us to share the information. Without this permission, we cannot discuss the learner's assessment or personal information with that person. Any legal action will follow the appropriate legal process.

We will investigate concerns about our trainers fairly and objectively. If evidence shows that an allegation was deliberately false or malicious, or that a person or organisation intentionally tried to harm our reputation, we may take appropriate action under the relevant procedures.

6. Relevant Guidance and Professional Standards

The following external organisations and frameworks may provide relevant guidance. This list is not complete:

- OFSTED
- EYFS
- HSE
- NHS
- Food Standards Agency
- GMPTE
- Department for Education
- Local Authorities - Rochdale Borough Council
- National and Local Authority Safeguarding – in Rochdale RBSAB/RBSCP and NSPCC
- First Aid Awards
- Nuco Training

7. Policy Review

Please read this policy together with our other relevant policies.

Kate's Training CIC works with Nuco Training and First Aid Awards. We follow relevant national guidance and obtain specialist advice when needed.

Policy owned and approved by	Board of Directors at Kate's Training CIC
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Next review	1 st September 2026, or as and when required
Applies to	Our Clients, Customers and Learners