



## Kate's Training CIC Complaints Policy

### **1. Complaints Procedures for Business Clients at Kate's Training CIC explained.**

We take the satisfaction of our customers seriously and we would assist anyone who is not happy with our services. We try to make the experience a pleasant experience and we are happy to help you to resolve any problems.

Therefore, we would take all reasonable steps in order to resolve a problem internally. Please note, that this guidance is for Employers and Clients who purchased our services.

Should you or your company not be happy with our services, please contact us at [support@katestraining.uk](mailto:support@katestraining.uk) and you will receive respond within 2 working days of your email. The same rule would apply to a phone consultation on 07362512257 or 01617062276.

Should you wish to go through legal complaint procedures, please email: [support@katestraining.uk](mailto:support@katestraining.uk) and mark email as Strictly Private and Confidential. We will respond within 2 working days.

We would go through all stages of complaint, and we are happy to assist you through the process. All complaints would be treated in a confidential manner and would not go against the client.

### **Stages of complaint at Kate's Community Training CIC**

#### **Stage one**

Customer is not happy and after a discussion with us or our respond we resolve the problem, clarify misunderstanding or offer a solution to the problem. Customer and Kate's Training Ltd agree to not process any further.

#### **Stage two**

Customer is not happy with our respond. We would ask for any evidence and also listen to your feelings. We would then offer further solutions and try to resolve it internally. We would try to assist you and resolve as best as possible. We would be able to offer free re-training by different trainers or consultation with a different trainer or consultant.

Kate's Training CIC is a community interest company limited by guarantee and registered in England and Wales (Registration number 15816406).



### Stage three

Customer is still not satisfied with our assistance. We would then offer money back for the training so the client can sign up for a different training.

### Stage four

Customer is not happy with our solutions and the communication is not going well between us and the customer. We would then be looking into a mediation and a consultant would be contacting you.

### Stage five

Depending on the nature of the complaint, the customer has the right to go complain to 3<sup>rd</sup> parties which may go into legal action. This would be dealt with by our professional bodies. However, if it turns out, the complaint was malicious and to damage our reputation, it could go against the client and legal action could be taken.

## 2. Complaints Procedures for the Students

All our students are being informed at the start of the training about the complaint's procedures.

1. If we have seriously offended anyone the students have the right to complain to ICO. The ICO would then be advising the student about further action.
2. We report to our professional bodies and we are being monitored on regular basis for Quality Assurance. Our trainers are being recorded during the Instructor Qualifications. If students think that we teach them wrong, they have the right to complain to the Nuco Training audit team/FAA and both departments would deal with the complaint. However, if there was no clear evidence and the complaint would be made in order to bring us into disreputation, or the allegations would be malicious, students could as result loose their qualifications and legal action could be taken. We offer regulated training, and we work closely with our professional bodies Nuco Training and awarding organisation First Aid Awards.

Please note, that we work in association and partnership with Nuco Training and First Aid awards. We follow all national guidance, and we seek advice from relevant government departments.

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**Here is a list, but not definite of the main institutions we follow and cooperate with:**

- OFSTED
- EYFS
- NHS
- HSE
- Food Safety Standards
- GMPTE
- Department for Education
- NSPCC
- Local Authorities, in Rochdale from Rochdale Borough Council
- National and Local Authority Safeguarding – in Rochdale RBSAB/RBSCP

We work closely and in partnership with professionals from all relevant departments above and we seek advice from them.

This Policy should be read along our other Policies.

The list of our policies is available at [www.katestraining.uk](http://www.katestraining.uk)

The policy will be updated yearly from date and as and when required.

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