

Complaints Policy

SimTrainer UK aims to give everyone an excellent experience. We welcome learner feedback on our courses and suggestions about the experience received when contacting us or using any of our products and services.

However, if you are dissatisfied about our products, service you have received or the complaints-handling process itself, we refer you in the first instance to our complaints procedure as set out below.

We aim to ensure that:

- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and we use them to improve our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- Incorrect invoicing
- Certificate spelling errors
- Lack of response to queries
- Unable to unsubscribe to emails
- Incorrect products received
- Delay with receipt of certificates
- Non-compliance with stated awarding body process e.g. not adhering to published timescales or processes

However, the complaints procedure should not be used by learners who have concerns regarding:

- Assessment decisions
- Conduct of assessments
- Incorrect use of standards

For these issues, please refer to the Appeals Procedure. Additionally, if there is an allegation of malpractice or maladministration please refer to the Malpractice & Maladministration Policy.

Complaints Procedure

Wherever possible, complaints should be dealt on an informal basis between the aggrieved and the Operations Manager, to allow complaints to be dealt with and resolved quickly. We will try to ensure that your complaint remains confidential, however in the event where this is not possible due to the nature of the complaint, we will discuss this with you.

1. When a complaint cannot be resolved on an informal basis, the individual must make the complaint to the Operations Manager, via email, within **5 days** of the individual becoming aggrieved. *Any complaints submitted after this timeframe will not be acknowledged.*
2. The Operations Manager will acknowledge your complaint within **5 working days** and let you know who will be appointed to investigate the matter on your behalf. The individual must be independent with regard to the complainant's grievance.
3. The appointed individual will investigate the complaint and submit a written report to Operations Manager within **10 working days**.
4. The Operations Manager will then inform the complainant in writing of the outcome of their complaint within **2 working days**. This will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible; it will also include an explanation of the next steps, if the complainant is dissatisfied with the outcome of their complaint.
5. If the complainant is dissatisfied with the outcome of their complaint, they must inform the Operations Manager via email that they wish to appeal the complaint resolution within **5 working days**.
6. The Operations Manager will appoint an external independent consultant within **14 working days** to review your complaint and agree a resolution. They will review the details of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response and any position on the matter we may hold.

If, for any reason, the timeframes stated in this policy may be exceeded, then we will keep you fully informed.

The Operations Manager will ensure that all documentation is collated and recorded for future reference.

The complaints procedure is outlined in the flow chart below:

