



Complaints & Appeals Policy

1. Complaints

- 1.1. Good Skills Training Ltd believes that training should be an enjoyable, informative and relaxed experience, where a climate for honest, constructive feedback is provided by the tutor.
- 1.2. We welcome comments from our customers about the services provided by Good Skills Training Ltd. This feedback can
- 1.3. be given in a number of ways. These include the following:-
 - 1.3.1. Through the course evaluation form. Good Skills Training Ltd reviews every evaluation form to try and improve our courses wherever possible. We take all comments seriously, and will contact delegates, if their name is left, if we feel that the comments need further investigation.
 - 1.3.2. We can also be contacted in confidence by email on info@goodskillstraining.co.uk or telephone on 01473 826111
 - 1.3.3. We are also always happy to receive comments in writing to:

Good Skills Training,
Unit 18 Hadleigh Business Centre
Crockatt Road
Hadleigh
Suffolk IP7 6RH

- 1.4. If there is a complaint about Good Skills Training Ltd or our services then this will be investigated by the Directors.
- 1.5. We will wherever practically possible include the individual making the complaint in this procedure. From this investigation Good Skills Training Ltd will take any action required.
- 1.6. If you are still unhappy with the response you may contact the awarding body of that course and details of these are available upon request.



01473 826111
www.goodskillstraining.co.uk

01473 599099
www.DeFibUk.co.uk

2. Appeals

- 2.1. In the event of an appeal learners/customers will need to provide the following information:
 - 2.1.1. Name
 - 2.1.2. D.O.B
 - 2.1.3. Date of examination
 - 2.1.4. Type of course
 - 2.1.5. Grounds for the appeal
- 2.2. Any appeal fees must be paid in full before the appeals paperwork is processed with the awarding body
- 2.3. In the case of awarding body qualifications any appeals will be carried out in line with the relevant awarding body appeals procedures



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