

Complaints Procedure

A complaint is an expression of dissatisfaction concerning a product or service provided by Linton Training. As a company Linton Training take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

In the event that this does not result in a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact Joanne Knight, Customer Services Manager via one of the following options:

Telephone: 0333 090 4219 (complaints will need to be followed up in writing)

E-mail: office@lintontraining.com

Write to: Joanne Knight, Linton Training, c/o Linton Utilities UK Ltd, Bartle House, Oxford Road, Manchester, M2 3WQ.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Linton Training ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within two working days of it being made.

The Customer Service Manager will investigate your complaint and respond to you within ten working days.

Escalating your initial complaint if you remain dissatisfied

We hope that your complaint will have been resolved however in the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to Martyn Linton our Centre Manager and company CEO. Please include any further items for consideration and state clearly why you remain unhappy with the decision

taken so far. The CEO or his appointed representative will investigate in full and respond to you within ten working days.

Martyn Linton, CEO can be contacted by:

Telephone: 0333 090 4219

E-mail: martyn@lintonutilities.com

Write to: Martyn Linton, Linton Utilities UK Ltd, Bartle House, Oxford Road, Manchester, M2 3WQ.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

The Awarding Organisation is Highfield Qualifications and their complaints policy can be located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Linton Training or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following list of Qualification Regulators are provided as additional guidance:

- OFQUAL for RQF Qualifications in England
- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in Wales
- CCEA Regulation is responsible for regulated qualifications in Ireland
- SQA Accreditation for SCQF Provision

If you have any queries about the contents of this policy, please contact Martyn Linton on 0333 090 4219 or email martyn@lintonutilities.com

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