



Complaints Procedure

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Ashley Hunter values its learners and customers and we aim to offer exceptional standards of customer service to all our clients and visitors.

However, we appreciate that on occasion we may be perceived to fall short of the rigorous standards we have set. In instances where a learner and/or an employer feels that they are dissatisfied with any aspect of our provision we encourage them to follow our complaints procedure. This process will involve a thorough investigation and an appropriate course of action to address the cause of the complaint.

In the first instance learners are asked to discuss their complaint with their tutor/assessor. Many issues are usually resolved at this stage. However, if the learner is not satisfied, he/she may put their complaint in writing, using the complaints form to record their issues. This will then be passed to a senior member of staff to investigate.

If any of our employers have a cause for concern or an aspect of our service, they are not happy with, we ask that he/she contacts our Operations Manager, Gill Duff, directly on 0844 858 4916 / Gill@ashleyhunter.co.uk.

Following investigation of any complaint, a member of the Senior Staff team will respond to the complainant within 5 working days of the complaint being made and inform them of any action taken. If the complaint is found to be unjustified the reasons will be clearly stated.

If the person making the complaint is dissatisfied with the response they may complain to the Director of Ashley Hunter, Mostafa Hussain, 318 Oldham Road, Oldham, OL2 5AS.

A copy of our formal complaint form can be requested via our website: www.ashleyhunter.co.uk, by telephone: 0844 858 4916 or by sending an email to info@ashleyhunter.co.uk.

What to do if you have a complaint

If you are unhappy about any aspect of your programme or the way your learning is organised or delivered, please talk to your Tutor. He/she may be able to help you straight away. If the complaint needs to go further you should request a complaints form, and if you need assistance, please contact us on 0844 858 4916 and we will gladly assist you in the completion of the form. The form will then be passed onto the relevant member of staff who will respond within five working days.

If you are unhappy with your Tutor or any other person within Ashley Hunter, please contact Gill Duff, our Operations Manager, on the number given above.

LEARNER/EMPLOYER COMPLAINTS RECORD SHEET

Customer Details:

Employer.....
Address.....
.....
.....
.....

Learner.....
Address.....
.....
.....
Telephone Number.....

Statement of Complaint

My complaint is:

In an attempt to resolve my complaint informally, I have already spoken to the following people:

To resolve my complaint, I would like the following to happen:

Signed:

Date:

Please hand this form to an Ashley Hunter member of staff or send to Ashley Hunter, 318 Oldham Road, Oldham, OL2 5AS or email Gill@ashleyhunter.co.uk.

Name of Ashley Hunters staff receiving complaint.....

Passed to on/...../20

Name of Ashley Hunters staff dealing with the complaint.....

Action Taken:

Name of person confirming action taken:
.....

Signature:
.....

Date:

Complaint resolved to customer' satisfaction? YES NO

If 'NO', Further action required?

Please state:

Action Taken:

Signature:
Date.....