



# Complaints Procedure

## Procedure purpose

We are committed to providing a high-quality service to all our staff, learners and other stakeholders. When something goes wrong, we need to be informed. This will help us to improve our standards and ways of working.

If you have a complaint then please contact us with the details. We then have 20 days to consider your complaint from the date at which it is received by us. If you have an appeal against an assessment decision then please refer to our Assessment Appeals Policy and Procedure.

Please contact the address below with your complaint:

### **NMA Training and Coaching Providers**

Flat 5, Fresham House  
12 Durham Road  
Bromley  
Kent  
BR2 0SG

## What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a senior member of staff, who will review the case and speak to the members of staff who were involved.
3. They will then write to you with a detailed reply to your complaint, including suggestions for resolving the matter. This will be done within 14 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected from the matter at the company to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

## Monitoring and Review

We will monitor all feedback that we receive in relation to this procedure and will amend it as necessary.

The policy will be updated with any amendments to existing or new requirements. In any event, this policy will be reviewed annually.

Dated: 01/08/2021

Next Review: 01/08/2022

Signed: 

**Responsible Person: Gary Carrier, Company Director**