

Complaints Procedure

Document History			
Version	Issue Date	Owner	Revision Notes
1	31.01.19	Rosie Ross	Full Review
2	30.05.19	Rosie Ross	Table amend

This document is issued and controlled by the Quality Director and can only be modified after proposed modifications have been accepted by the Company Directors.

The latest version will be maintained on the company Intranet.

Last updated: 31/05/19	Reference Number: 7.10	Version: 2
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Scope

All learners, employers, stakeholders and members of the public

Purpose

To timely and effectively resolve complaints and to use the information to improve our service and to ensure complaints can be handled professionally.

Comment

It is accepted that at times a person can feel aggrieved by their treatment of service. It is essential that Key Training have a professional mechanism to deal with the complaint.

It is in everyone's interest for the company to respond effectively and openly to all requests for an investigation into a suspected incident of malpractice.

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Procedure

