



PRO PERFORMANCE TRAINING LTD **COMPLAINTS POLICY**

How to complain

Firstly, raise your complaint with the tutor of your course or member of staff you are directly dealing with at the time of complaint. If the matter is not resolved, promptly or fully, by them, then a member of the senior faculty will become involved to work with you and the individual or team to reach a satisfactory resolution.

If you are not satisfied with how your complaint has been handled you may begin the formal complaints procedure. Details of this are set out below.

Please put your complaint in an email to info@properformancetraining.com

Alternatively, please contact us and we will directly advise the appropriate method to officiate your complaint, initially the complaint should be sent to the Director of Education.

What will happen next?

- Pro Performance Training LTD will acknowledge receipt of your complaint **within 3 working days**, enclosing a copy of the Complaints Procedure;
- Pro Performance Training LTD will then investigate your complaint. This will normally involve passing your complaint to the most appropriate senior faculty member;
- the reviewing faculty member will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, **within 21 working days** of sending you the acknowledgement letter;
- at this stage, if you are still not satisfied, you should contact us again and we will arrange for the Director of Education to review the decision;



8.0 Complaints Policy

- Pro Performance Training LTD will write to you **within 14 working days** of receiving your request for a review, confirming the final decision on your complaint and explaining our reasons;
 - if you are still not satisfied, you can then contact the Chief Executive Officer about your complaint;
 - If Pro Performance Training LTD has to change any of the timescales above, we will let you know and explain why.
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