

Complaints Procedure

A complaint is an expression of dissatisfaction concerning Quack Recruitment & Training product or service. Quack Recruitment & 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.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the Training Manager, via one of the following options:

Call: 0333 577 0036

E-mail: complaints@quackrecruitmentandtraining.co.uk

Write to: Quack Recruitment & Training, Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, England, SG1 2DX

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.

Quack Recruitment & 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 5 working days.

The Training Manager will then investigate your complaint and respond to you within 21 working days.

Escalating your initial complaint if you remain dissatisfied

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 our Training Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Director of Training will investigate in full and respond to you within 14 working days.

The Director of Training can be contacted on:

Call: 0333 577 0036

E-mail: complaints@quackrecruitmentandtraining.co.uk

Write to: Quack Recruitment & Training, Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, England, SG1 2DX

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 Quack Recruitment and 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:

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

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Quack Recruitment and Training, Highfield Qualifications as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk

If you have any queries about the contents of this policy, please contact Quack Recruitment and Training directly on 0333 577 0036 or email compliance@quackrecruitmentandtraining.co.uk

Version Control.			
Last revision date:		Next revision due:	
Version	Revision Date	Author	Notes
1	9 th October 2024	Dion Bishop	