



Complaints Procedure

A complaint is an expression of dissatisfaction concerning Cheltenham Borough Council's Place & Growth training centre's product or service. We 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 unlikely 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, please contact the Head of Centre via one of the following options:

- Call: 01242 262626
- E-mail: louis.krog@cheltenham.gov.uk
- Write to: Licensing Team Leader, Cheltenham Borough Council, Municipal Offices, Promenade, Cheltenham, GL50 9SA

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.

We ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will investigate your complaint and respond to you within 10 working days.

Appealing after an initial complaint has been raised

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 Customer Relations Team. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Customer Services Team will investigate in full and respond to you within 10 working days.

The Customer Relations Department can be contacted on:

- Email: customerrelations@cheltenham.gov.uk
- Telephone: 01242 264350
- Municipal Offices, Promenade, Cheltenham, Gloucestershire, GL50 9SA

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 complaint policy can be located on their website: www.highfieldabc.com. Alternatively, please speak to the Highfield team on 0845 2260350.

Should you address your complaint to Highfield and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator (for example, OFQUAL, SQA Accreditations or Qualifications Wales dependent upon the qualification). Either a representative of Cheltenham Borough Council Public Protection Training Services or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Head of Centre via one of the following options:

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