

## Customer Complaints Procedure

### 1 Complaints Handling

We are committed to providing a high-quality training service to all our clients.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us in writing within 10 Working days from the last day of the course, stating the nature of the complaint. Upon receipt of this information, Boss Training will confirm receipt in writing and detail the process for investigating the complaint within 10 working days.

The investigators will carry out the investigation remotely and the process will be concluded within 28 working days. However, if further enquiries are required, then arrangements will be made for the centre/or individual to be visited and interviews conducted with the people involved.

Wherever possible, we will aim to complete the investigation in 40 working days. However, on occasions the investigation may take longer. Boss Training reserves the right to extend the amount of time to conclude an investigation to ensure thorough and appropriate action can be taken.

Following the investigation, we will detail our findings in a letter to the authorised representative along with any remedial action required by the Instructor/centre/supplier/or individual. This report will be sent within five working days following the completion of the investigation.

### 2 Whistle-blowing

We are committed to conducting our business with honesty and integrity, and we expect all staff to maintain similar high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harboring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring or to address them when they do occur. Our aims are:

- a) To encourage Students/ delegates to report any suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- b) To provide staff with guidance as to how to raise those concerns.
- c) To reassure Students/ delegates that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.

#### Raising a Whistleblowing Concern:

We hope that in many cases you will be able to raise any concerns with the course invigilator/Instructor. You may tell them in person or put the matter in writing if you prefer. They may be able to agree a way of resolving your concern quickly and effectively. In some cases, they may refer the matter to someone in the Company designated to deal with such matters.

However, where the matter is more serious, or you feel that your Course Invigilator/Instructor has not addressed your concern, or you prefer not to raise it with them for any reason and you wish to treat your concerns with confidentiality, you should raise it with the Boss Training Head Office and ask for the Operations and compliance officer or if not available, the head of sales and Operations.

We will then ask you to email your concerns to the appropriate officer and arrange a meeting with you as soon as possible to discuss your concern, this will probably be done by phone in the first instance.

We will then carry out a thorough process as outlined above.

### **3 Appeals**

If you do not agree with the findings of the investigation, you can appeal.

The appeal must be made within 10 working days of the date of the correspondence to the instructor/centre's/supplier or individual from the authorised representative.

You should submit the written appeal to Andrew Murphy Managing Director. The Company will arrange and hold an appeal meeting as quickly as possible.

You will be entitled to attend the appeal meeting and will be given an opportunity to state your case.

Boss Training will inform you in writing of its decision in response to the appeal within a reasonable time taking into account the complexity of the issues raised in the appeal. The decision at this stage will be final. All meetings provided for in this procedure will be arranged as quickly as possible. The purpose of this procedure is to resolve at the earliest opportunity any issues raised. While Boss Training will make every effort to settle issues within the time limits indicated, this may not be possible on occasions. In these circumstances an extension of time may be necessary.

### **4 Internet Training Centre (ITC)**

If the complaint or appeal is with regards to our Halifax Internet Training Centre (ITC) and you believe it was not dealt with adequately, you can raise the issue with CITB, the dispute should be put in writing to:

Approval and Compliance Manager CITB  
Quality Assurance Team  
Sand Martin House  
Peterborough  
PE2 8TY