



Complaints Policy

At Acacia Training & Development Ltd (ATD) we strive to give our customers the best possible service that they expect, we recognise that sometimes things may go wrong. If for any reason you are dissatisfied with the service that we provide, please let us know so we can deal with your query and improve the service we provide.

What is a complaint?

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you wrong information
- When you receive a poor quality service
- When you have a problem/concern with a member of staff
- When a member of staff hasn't addressed or has been unable to resolve concerns raised

We ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously and with the utmost professionalism
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

However, a complaint is received, it will be dealt with efficiently, with the aim of resolving the issue as quickly as possible, to the satisfaction of the customer.

How to make a complaint

If you wish to make a complaint you can contact ATD in any of the following ways listed below;

Tel: 01752 670811

E-Mail: info@acacia.ac.uk

Post: ATD Ltd
5 St David's Court
Windmill Road
Clevedon
BS21 6UP



Complaints procedure

If we receive a complaint, we will try to resolve it immediately if we can and notify you of the outcome. We will send:

- An acknowledgement within two working days
- Details of who will be dealing with the complaint
- Final response within 10 working days

If we are unable to resolve the complaint immediately, we will:

- Ask for any further information required
- Within 10 working days:
- Send a response
- Update you and state when we hope to complete our investigations

We record all complaints and review them to consider if we need to make any changes to improve our services or prevent a re-occurrence.

If for any reason you are unhappy with our response to your complaint you can contact Tony Webber the Managing Director.

Tel: 01752 670811

E-Mail: tony.webber@acacia.ac.uk

Post: ATD Ltd
5 St David's Court
Windmill Road
Clevedon
BS21 6UP

Your complaint will be fully investigated and a response issued within 10 working days.

Apprenticeships – if you are not satisfied with the response from the Managing Director regarding Apprenticeship delivery you can contact the National Apprenticeship Helpline on 0800 150 0400 or email: helpdesk@manage-apprenticeships.service.gov.uk

Complaints involving assessment practice - Employers, Learners, Apprentices or Staff should send their complaint to ATD who will do their utmost to resolve the concern before making a complaint to the awarding organisation in line with our quality processes.



Awarding Organisations

If you are not satisfied with the response from the Managing Director you can escalate your complaint to the relevant Awarding Organisation.

Details of our Awarding Organisations are:

Highfield Awarding Body for Compliance T: 01302 363277

W: www.highfieldabc.com E: info@highfield.co.uk

City & Guilds T:020 7294 8444

W: www.cityandguilds.com E: feedbackandcomplaints@cityandguilds.com

NCFE T:0191 239 8000

W: www.ncfe.org.uk E: customersupport@ncfe.org.uk

If you are not satisfied with the response from the Awarding Organisation you can escalate your complaint further to the qualification regulator Ofqual, either a representative of ATD or the relevant Awarding Organisation will be able to provide details of how to do this.

A handwritten signature in blue ink that reads "A Webber".

Tony Webber

Managing Director