



Complaints Procedure

A complaint is an expression of dissatisfaction concerning GlobeUs Training Ltd products or services. GlobeUs Training Ltd 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 Apprenticeship Manager via one of the following options:

Call: 01329 848714

E-mail: info@globeustraining.com (add "Complaint" in subject box)

Write to:

GlobeUs Training Ltd
Unit 14 Basepoint Gosport
Aerodrome Rd
Gosport
Hampshire
PO13 0FQ

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.

GlobeUs Training Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Training Manager will investigate your complaint and respond to you within 5 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 a Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. A Director will investigate in full and respond to you within 5 working days.

The Directors can be contacted via email –

Luke.bailey@globeustraining.co.uk or Aneta.Orlowska@globeustraining.co.uk

Or by phone on 07966 931695 or 07706 872173

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact either of our Awarding Organisations directly. The Awarding Organisation relevant to your qualification can be found on either your certificates or by requesting the information from GlobeUs Training Ltd.

Highfield Awarding Body for Compliance (HABC) and their appeals policy can be located on their website: **www.highfieldabc.com**. Alternatively please speak to the HABC team on 0845 2260350.

NCFE Awarding Body appeals, enquiries and results can be located on their website: **www.ncfe.org.uk** or by emailing service@ncfe.org.uk or calling 0191 239 8000.

Should you address your complaint to HABC or NCFE and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of GlobeUs Training Ltd, HABC or NCFE 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 us on 01329 848714 or email info@globeustraining.com

1	01/12/2015	Luke Bailey	1st Issue
2	16/05/2016	Ellen Mould	Reviewed policy
3	05/01/2018	Ellen Mould	Reviewed policy
4	22/01/2018	Ellen Mould	Reviewed Policy