



Alpha Training and Hawthorn Farm
Complaints Procedure

The following information is intended as a general guide if you are considering making a complaint.

If you are considering making a complaint you should read and consider the following information carefully before proceeding.

It is the intention of Alpha Training that no student should be discriminated against or in any way penalised for raising a complaint.

The Complaints Process

The following explains what this means, and what to do if a complaint is not resolved satisfactorily.

There are 3 stages in the Complaints Procedure for Alpha Training

Stage 1: Local Level - The complaint is raised initially with the individual responsible.

Stage 2: If the complaint cannot be satisfactorily resolved at Stage 1, the complaint may be taken to the next level of responsible authority, Hayley Boden (Centre Manager).

If the complaint is against the individual named above, the complaint may be taken to Michelle Howdle (Managing Director).

In the case of a complaint against the Managing Director, or where the complaint feels it would not be beneficial for an attempt to resolve the complaint within Alpha, the next responsible authority will be Robert Bostock (IQA).

Stage 3: If the complaint cannot be satisfactorily resolved at Stage 2, the complaint may be taken to External Verifier Sian Bullock and John Leach. During this waiting process Alpha will take the complaint directly to City & Guilds head office.

Stage 4: If Alpha Trainings internal processes have been exhausted, complainants have the opportunity to have their complaint independently reviewed. You will be kept informed of the progress of your complaint and any unforeseen delay in the proceedings will be communicated to you. Unbiased evidence will be documented throughout the complaints procedure.