

### **Complaints Procedure**

A complaint is an expression of dissatisfaction concerning Janet Hood Consulting [Training] product or service. Janet Hood Consulting [Training] 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 via one of the following options:

Call: 01356 648966

E-mail: [janethood@me.com](mailto:janethood@me.com)

Write to: Janet Hood, Janet Hood Consulting [Training], Kirkton of Balfour Edzell, Brechin, Scotland, Scotland, DD9 7XU

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.

Janet Hood Consulting [Training], ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Tutor will investigate your complaint and respond to you within 2 working weeks.

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 relevant Awarding Organisation (details to be given on request).

Should you address your complaint to the relevant Awarding Organisation 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 Janet Hood Consulting [Training] or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Janet Hood Consulting [Training], the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **[www.spsso.org.uk](http://www.spsso.org.uk)**

If you have any queries about the contents of this policy, please contact the Janet Hood directly on 01356 648966 or email [janethood@me.com](mailto:janethood@me.com).