

COMPLAINTS PROCEDURE

Tineke Training Ltd welcomes all feedback and use this to continue our high standards or address any areas for improvement. We care about every aspect of the client and/or learner experience with us; from customer service and communication to training quality and our trainer/assessor performance.

If a learner has a complaint about the trainer/ assessor or assessment process; they can approach the Tineke Training Ltd trainer/ assessor directly to voice their concerns.

The trainer/ assessor will find a comfortable, neutral area for both parties to speak. If the complaint or issue cannot be resolved or the learner does not wish to speak to the trainer/ assessor; they can escalate to Tineke Training Ltd management.

Management will offer to open dialogue with the learner. If the matter is still not resolved, we will launch an investigation which requires written details from the learner to include: nature of complaint, date/ time, context and how they want the matter resolved. Management will also ask the trainer/ assessor to provide their own written account of events. Ultimately, management will mediate to find a resolution to the issue. If this cannot be found, the issue/ complaint is escalated to the appropriate bodies including legal if necessary. Tineke Training will take any identified actions required following the outcome of the complaint/ resolution.

Complaints Workflow

