

Complaints Procedure

1 Introduction

Tactical Training Services Ltd is a professional and educational organisation that works with and provides support for a variety of customers these include:

Learners, other trainers and training providers, industry, local authorities, national and international organisations.

Our main objectives are to maintain, enhance and promote improvements in every sector to improve educational standards within a workforce.

Improve health and safety; provide a service that will assist its learners, customers and other organisations to achieve the same.

As part of our commitment to achieving these aims and objectives, all Tactical Training Services Ltd or associated and subcontracted companies of Tactical Training Services Ltd staff, are committed to ensuring that customers are provided with the best possible information, services and products that are available.

In order to fulfill the full scope of its organisational role, Tactical Training Services Ltd will:

Continually strive to promote health and safety in all our activities

Continually seek to act as a focus for all health and safety policies and practical development of learners

Continually strive to provide quality educational standards for learners, safe systems, health and safety, educational opportunities

Continually strive to create cost-effective and accessible ways to supply up-to-date information and education to all learners

Continually strive to provide the best possible service and improve accessibility

Monitor performance through regular surveys, feedback forms with an up to date clear complaints procedure.

Tactical Training Services Ltd or associated and subcontracted companies of Tactical Training Services Ltd are dedicated to meeting all customer expectations and to monitoring and evaluating performance against current standards.

However, it is recognised that there may be occasions when service levels do not meet expectations and complaints may subsequently be made against Tactical Training Services Ltd or associated and subcontracted companies of Tactical Training Services Ltd, by:

A trainer/associated/subcontracted company

A learner/candidate

A third party.

In these instances, all complaints must be submitted in writing under confidential cover and addressed to:

Managing Director Tactical Training Services Ltd PO Box 766 Lancaster LA1 9BD.

All complainants must ensure they provide a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned.

2. Tactical Training Services Ltd procedures for addressing complaints:

A. Upon receipt of the complaint, the Personal Assistant of the Managing Director of Tactical Training Services Ltd shall, at his discretion, consult with the complainant and any other relevant parties. (If, at this stage, it is noted that the complaint relates more to a case of suspected malpractice, it will be referred on to the Managing Director of Tactical Training Services Ltd for investigation.)

B. If the Personal assistant then concludes that the complaint could be justifiable, she may formally notify the party concerned in writing.

C. All other relevant parties will also receive appropriate details in writing concerning the complaint and will be expected to provide a written response to the request.

D. All written responses should be submitted within a time period of no longer than 28 days.

E. When all the responses received have been given due consideration and the Personal assistant concludes by this stage that the complaint is justifiable, she

shall so advise the complainant and will formally notify the party concerned in writing of the decision taken by Tactical Training Services Ltd. If deemed appropriate, the personal assistant will also provide feedback to the other relevant parties.

F. However, should the personal assistant conclude at this stage, the complaint not to be justified, she shall so advise the complainant and, if deemed appropriate, the party concerned, in writing.

G. The complainant may challenge this decision by writing directly to the Managing Director Tactical Training Services Ltd PO Box 766 Lancaster LA1 9BD.

H. This 'appeal' process will be informed solely by the written representations from the complainant/other relevant parties already submitted to the personal assistant.

I. Should the Managing Director of Tactical Training Services Ltd consider that a legitimate case has been made, the personal assistant will, in addition to informing the other relevant parties, formally notify the party concerned in writing of the final decision taken by Tactical Training Services Ltd.

J. The Managing Director of Tactical Training Services Ltd decision shall be final and binding and there shall be no obligation to provide a written explanation for the decision taken.

K. Tactical Training Services Ltd will at all times strive to protect the anonymity of the complainant.

David Pattinson
Managing Director of Tactical Training Services Ltd
Tactical Training Services Ltd
PO Box 766
Lancaster
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