

Complaints Policy

At Circle Training, we pride ourselves on the quality of our training and we want all of our students and clients to feel happy and satisfied with the service they have received. However, we recognise that sometimes we make mistakes and sometimes things don't go to plan, and when that happens, we really want to hear about it. Your feedback allows us to further improve our services and correct anything we may have otherwise overlooked.

Accessibility

If you require a copy of this information in an alternative format for accessibility purposes, please contact us to advise us of this, specifying the alternative format required. If you have any issues putting your complaint in writing, please ask a member of our team to take notes of your complaint. Please ensure you agree with exactly what has been recorded and our team member will then provide you with your own copy for your reference.

Complaints procedure

Step 1: Contacting your trainer

If you are in the process of receiving your training, you should first contact your trainer who will ensure that your concerns are dealt with fairly and quickly and endeavour to solve the issue. You should raise your concerns within seven days of the matter in question. Your trainer will fully investigate your concerns and address any raised issue/s accordingly.

If your complaint is about your trainer and it would be inappropriate to discuss the matter with him/her, please proceed straight to Stage 2.

Stage 2: Contacting the office

If you are not satisfied with the outcome of stage 1, if you are no longer receiving training or if your complaint is about your trainer and it would be inappropriate to discuss the matter with him/her, please contact the Circle Training office where a member of our dedicated team will investigate your concerns. A response will be sent to you within 5 working days.

- By telephone on 020 7812 9570.
- By email to contact@circle-training.co.uk
- In person. Contact us to arrange a meeting at the Circle office.

Step 3: Taking your complaint further

If you are not satisfied with the outcome of Stage 2 you will need to submit your complaint to us in writing via email or post, where it will be passed on to the company director. Please include a copy of any supporting information you may have. This will assist in reaching a speedy conclusion to the complaint. Please email this to contact@circle-training.co.uk. We will acknowledge receipt of your complaint within 24 hours, and you can expect a response within 10 working days.

Step 4: The next stage

If you remain dissatisfied with Circle Training's response and wish to escalate your complaint to a third party, we advise you to contact the Disability Services at your University or the HR Team at your workplace, explaining the basis of your complaint.

The ultimate points of appeal would be either:

- The Department of Education (Acting in the place of DSA-QAG).
- Student Finance England (SFE).
- The relevant professional body that your NMH worker is registered to (eg. BACP, HCPC etc).
- Your trade union.