

# Complaints Procedure

## Complaints Handling Policy

Peak Performance Partnership Ltd (3P) are committed to providing a high-quality training and learning service to all our clients and learners. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. Please send details to - Info@3p.co.uk. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the relevant Awarding Body.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Operations Director, who will review your matter file and speak to the member of staff who acted for you.
3. The Operations Director will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Operations Director will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the Operations Director will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director of 3P to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the relevant Awarding Centre EAL / HABC

## Policy Review

- The Operations Director will review this policy.
- The next review date is July 2019