



PARK HILL TRAINING

Land - Based Training

Park Hill Training

Complaints Procedure

If you have a complaint arising from any dissatisfaction with the performance of Park Hill Training:

1. **Please discuss** your concerns with your assessor or Park Hill Training manager.
2. If not satisfied you can request a full copy of the Park Hill Training Complaints policy.
3. Your complaint must now be lodged in writing either by yourself or your representative. Please complete the **Complaints Notification Form (retaining a copy for your own records)** and return it to:

Park Hill Training
Park Farm
Park Hill
Seagrave
LE12 7NG

4. Park Hill Training is committed to processing your complaint and informing you of the outcome. You will receive an initial response within 5 working days. A decision will be made within a **maximum of 55 working days**. The actual time will depend on the nature of the complaint.
5. Charges for complaints:
There may be a charge for processing complaints by learners.
6. If you are still not satisfied with the outcome of your complaint you have a second line of recourse to the Awarding Organisation.
7. You may request from Park Hill Training a copy of the Awarding Organisation Complaints Procedure.
8. As before your complaint must be in writing and sent to the appointed representative of the Awarding Organisation.

Candidate signature:

Date: