**Complaints Procedure - How to make a complaint**

Stage 1:

You can make a complaint by writing, e-mail, telephone or in person to a member of TrainerMaker’s management team. Your complaint can then be discussed and resolved where possible.

What happens next?

We will reply within 15 working days from when we receive your complaint. If it is not possible to give you a full reply within this time, for example, if your complaint requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom. The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be the Awarding Body.

Stage 2:

If you are unsatisfied with this outcome, you can provide us with a formal written complaint. A formal investigation will then be carried out by the TrainerMaker Managing Director, Paul Bailey and a response will be sent within 15 working days.

Stage 3:

If you are unsatisfied with the outcome of stage 2, you have the right to complain directly to the awarding body of your qualification.

All complaints will be recorded.