

Complaints Procedure

1. Introduction LB Training is committed to delivering high-quality, professional SIA and First Aid training. However, we recognise that issues or concerns may occasionally arise. This procedure outlines how learners, corporate clients, or visitors can submit a complaint and how LB Training will investigate and resolve it fairly and promptly.

2. Scope of Policy This policy applies to complaints regarding:

- The quality of training or instruction provided by LB Training staff or contracted trainers.
- Customer service, administration, or training facilities at our Scunthorpe centre or corporate delivery locations.
- The conduct or behaviour of trainers, invigilators, or administrative staff.

*(Note: If your concern relates specifically to an assessment mark or exam outcome, please refer to our **Enquiries and Appeals Policy**.)*

3. Stages of Complaint

- **Stage 1: Informal Resolution**

We encourage addressing any immediate concerns on the day of your course. In most cases, issues can be resolved quickly by discussing them directly with your trainer, invigilator, or course supervisor at our Scunthorpe centre.

- **Stage 2: Formal Written Complaint**

If an informal resolution is not achieved, or if the issue is serious, you may lodge a formal written complaint.

- **Submission Window:** Formal complaints must be submitted in writing within **14 calendar days** of the incident or course completion date.
- **How to Submit:** Email your complaint to [\[Insert Email Address\]](#) including your full name, contact details, course title, date of training, a clear statement of your complaint, and any relevant supporting evidence.
- **Acknowledgement:** We will formally acknowledge receipt of your complaint in writing within **3 working days**.
- **Investigation & Outcome:** Management will conduct a thorough investigation and issue a full written response within **10 working days** of our acknowledgement. If an investigation requires further time, you will be updated in writing with an expected response date.

4. Escalation to Highfield Qualifications

As a Highfield Approved Centre, LB Training strives to resolve all matters internally. However, if you have fully completed our formal complaints process and remain dissatisfied with the final resolution, you have the right to escalate your complaint directly to our awarding body, **Highfield Qualifications**.

- *Note:* Highfield will require confirmation that you have fully exhausted LB Training's internal complaints procedure before accepting an escalated complaint.