

COMPLAINTS PROCESS

Types of Complaint

- Overall Company complaints of a Serious Nature – Directors. (RE / KC / CC)
- Assessor / Learning or Employer based complaints – Business Manager. (NV / DC)
- Assessor / Learner / Employer escalation complaints – Quality Manager (HH)
- Certification complaints / Queries – Administration Co-ordinator / IQA.

Complaints Process

1. If a complaint comes in or customer service query reference certificates can you please update the customer service / complaints log stored on the M drive.
2. Can you please e-mail the responsible individual (see above) to update and finalise the log. See below for detail:

