

Complaints Policy

Purpose

One of the main concerns of GHC Ltd is that the period of time you spend with us is spent in a happy and pleasant environment, which will be conducive to you achieving your learning aim.

It is important that you make us aware of any problems that arise during the course of your training programme so that it does not develop into a major issue. You should not feel that by complaining you are jeopardising your employment or your place on the training programme. We cannot resolve a problem if we are not aware that one exists. The purpose of this procedure is to ensure that there is a means for you to highlight any issues or problems you may have.

Complaint/Grievance Procedure

Informal Discussions

If you have a complaint/grievance about any aspect of GHC Ltd you should discuss it informally with your Tutor/Instructor or Assessor. It is anticipated that the majority of concerns will be resolved at this stage.

Stage One – Centre Manager

If you feel that the matter has not been resolved through informal discussion, then you should put your complaint/grievance in writing to the GHC Ltd Centre Manager. The Centre Manager will give a response in 5 working days in an endeavour to resolve the matter.

Stage Two – Operation Director

If the matter is not resolved you must raise the matter in writing with Operations Director. The Operation Director will respond within 5 working days of notification of the matter.

You may be accompanied at a complaints/grievance meeting by an independent fellow worker of your choice, or by a friend or family member.

Stage Three – CEO

If the matter is not resolved to your satisfaction, then you must put your complaint/grievance in writing to the CEO. You will be notified within 7 working days of the result of your complaint/grievance.

Stage Four – Awarding Organisation

If the matter is still not resolved to your satisfaction then you can put your complaint into the appropriate Awarding Organisation who will investigate your complaint and make a judgement accordingly.

Stage Five – Qualifications Regulators

If the matter is still not resolved to your satisfaction then you can put your complaint into the Qualifications Regulator, who will investigate your complaint and make a judgement as to its validity.

Compliments Procedure

We are also delighted to receive positive feedback regarding your experiences with us. If you wish to forward a compliment, then please let us know in writing and forward to the CEO on zkhan@gh-c.co.uk. On receipt of your compliment we shall ensure that all parties involved are informed and share your comments. If you would like to make any comments, then please contact our CEO: Zulfigar Khan on zkhan@gh-c.co.uk

Signed by Zulfigar Khan - GHC Ltd

Signature: 

Date: 03.07.2022