

# COMPLAINTS PROCEDURE



## Complaints Procedure

### Initial procedure

A complaint is an expression of dissatisfaction concerning *The InCrowd Safety Partnership*, either a product or service. *The InCrowd Safety Partnership* take all complaints extremely seriously and all partners are trained and committed to remedy any problem as soon as it is brought to our attention.

It is recognised that a corporate client or individual learner who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with a product or service you have received, please bring this to our attention as soon as possible by speaking to the nominated course leader in the first instance.

Should this fail to provide a satisfactory resolution, or you feel it is inappropriate to address your complaint to the nominated course leader, then please contact the Head of Centre via one of the following options:

Email: [info@incrowdsafety.co.uk](mailto:info@incrowdsafety.co.uk)

Ring: **+44 7793 680669**

Please provide your name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times)
- The names of the people you have dealt with so far in relation to your complaint
- Copies of any documentation relevant to the complaint.

*The InCrowd Safety Partnership* ask that you raise your complaint as soon as possible so that we have the opportunity to investigate fully. We will acknowledge your complaint within 3 working days of receipt (working days are defined as Monday to Friday).

The Head of Centre will review your complaint and allocate to another member of the partnership to investigate and respond to you within 10 working days of allocation (working days are defined as Monday to Friday).

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## Escalation if you remain dissatisfied

In the unlikely event you remain unhappy after your complaint has been investigated, you may escalate your complaint back to the Head of Centre. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken.

The Head of Centre will investigate the matter in full and respond to you within 10 working days of receipt (working days are defined as Monday to Friday).

The Head of Centre can be contacted on:

Email: [info@incrowdsafety.co.uk](mailto:info@incrowdsafety.co.uk)

Ring: **+44 07793 680669**

This will be the final route of escalation within the partnership.

If you remain unhappy following our internal complaints procedure and your complaint refers to a product or service you have received relating to your course or achieving your qualification, then please contact the Awarding Organisation directly.

The Awarding Organisation is Highfield Qualifications, and their complaints policy can be located on their website: <https://www.highfieldqualifications.com>.

Alternatively, you can speak to Highfield Qualifications on **+44 1302 363277**.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome, you may raise your complaint to the relevant qualification regulator. Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

## Scotland

The following relates to complaints regarding publicly funded qualifications in Scotland only.

Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint, and have exhausted the procedures of *The InCrowd Safety Partnership*, Highfield Qualifications, and the relevant qualification regulator, then you have one final route of complaint.

Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: [www.spsso.org.uk](http://www.spsso.org.uk).

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## This policy

If you have any queries about the contents of this policy, please contact the Head of Centre directly via [info@incrowdsafety.co.uk](mailto:info@incrowdsafety.co.uk) or on +44 7793 680669.

## Signed/Position:

A handwritten signature in black ink, appearing to read 'A Robson'.

Adam Robson  
Head of Centre  
The InCrowd Safety Partnership

**Revision number & date:** v.1.0 08 March 2024

**Next review date:** 01 April 2025