



*Safer greens*

## Revised Complaints and Appeals Policy

### Purpose

The purpose of this policy is to provide a clear, transparent, and CITB-compliant process for handling complaints from delegates, employers, and stakeholders. Safer Greens Limited is committed to resolving complaints fairly, promptly, and in alignment with CITB requirements.

### Scope

This policy applies to all complaints related to the delivery of CITB-approved courses, including but not limited to:

- Course content and delivery.
- Trainer conduct.
- Exam administration.
- Facilities and resources.

## Complaints Procedure

### 1. Lodging a Complaint

- Complaints may be lodged verbally, in writing, or via email to the Quality Assurance Manager at [enquiries@safergreens.co.uk](mailto:enquiries@safergreens.co.uk).
- Required Information:
  - Complainant's name and contact details.
  - Details of the complaint (e.g., date, course name, specific issue).
  - Desired resolution.

### 2. Acknowledgement

- All complaints will be acknowledged in writing within **2 working days** of receipt.

### **3. Investigation**

- The Quality Assurance Manager will conduct a thorough investigation, including:
  - Reviewing course records (e.g., attendance registers, exam papers).
  - Interviewing relevant staff and delegates.
  - Gathering evidence (e.g., training materials, delegate feedback).
- The investigation will be completed within 10 working days.

### **4. Resolution**

- A written response will be provided to the complainant, detailing:
  - Investigation findings.
  - Corrective actions taken.
  - Steps to prevent recurrence.
- Malpractice Reporting: If the complaint involves suspected malpractice (e.g., fraud, breaches of CITB standards), Safer Greens will immediately notify CITB at [report.it@citb.co.uk](mailto:report.it@citb.co.uk), regardless of internal resolution.

### **5. Escalation to CITB**

- If the complainant remains dissatisfied, they may escalate the complaint to CITB in writing at:

**Approval and Compliance Manager**  
CITB Quality Assurance Team  
Sand Martin House  
Peterborough  
PE2 8TY

### **6. Record-Keeping**

- All complaints and resolutions will be recorded in the Complaints Log, including:
  - Date of complaint.
  - Complaint details.
  - Actions taken.
  - Outcome.
- Records will be retained for 3 years (per CITB requirements) and made available for audit.

**Review**

This policy will be reviewed annually by the Quality Assurance Manager to ensure ongoing compliance with CITB requirements.



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025

**Date of Last Revision: 06/04/2025**

**Next Review Date: 06/04/2026**