



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.
- 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, 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

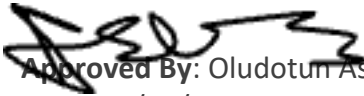
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY

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