**Complaint Policy**

**Effective Date:** March 2025
**Review Date: December 2027**

**Achieve UK Training Ltd** 95 Grove Lane, Handsworth, Birmingham, B21 9HF
Phone: 0121 454 2525
Mobile: 07941015599
Email: contact@achieveuktraining.com
Website: www.achieveuktraining.com

---

## 1. Purpose

Achieve UK Training Ltd is committed to providing high-quality training and customer service. We recognize that occasionally there may be concerns or complaints, and we take these seriously. This policy outlines the process for raising and addressing complaints in a fair and transparent manner.

## 2. Scope

This policy applies to all learners, clients, employees, and stakeholders of Achieve UK Training Ltd.

## 3. How to Make a Complaint

If you have a complaint, you can submit it through any of the following channels:

- **In Person**: Speak to a staff member at our office.
- **By Phone**: Call us at 0121 454 2525 or 07941015599.
- **By Email**: Send your complaint to contact@achieveuktraining.com.
- **By Post**: Write to us at our office address.

## 4. Complaint Handling Process

1. **Acknowledgment**: We will acknowledge receipt of your complaint within **5 working days**.
2. **Investigation**: A designated staff member will investigate the complaint within **10 working days**.
3. **Response**: We will provide a formal response detailing our findings and any actions taken within **15 working days**.
4. **Appeals**: If you are not satisfied with the outcome, you may appeal in writing within **10 working days** of receiving our response.
5. **Final Resolution**: The appeal will be reviewed by senior management, and a final decision will be provided within **10 working days**.

**5. Confidentiality**
All complaints will be handled confidentially and in accordance with data protection regulations.

**6. Monitoring and Review**
We regularly review complaints to improve our services. This policy is reviewed annually to ensure its effectiveness.

For any further queries, please contact us at contact@achieveuktraining.com or visit www.achieveuktraining.com.

**Approved by:**
Manav Arora
Director and Head
01 March 2025