COMPLAINTS POLICY

1. Introduction

1.1. Haddon Training Limited welcomes and encourages feedback of all kinds. If you have a Complaint about our services, our customer service, or about our employees, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

1.2. It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

1.2.1. To provide a clear and fair procedure for anyone who wishes to make a Complaint about Haddon Training Ltd, our services, our customer service, or about our employees;

1.2.2. To ensure that everyone working for or with Haddon Training Ltd knows how to handle Complaints made by our customers;

1.2.3. To ensure that all Complaints are handled equally and in a fair and timely fashion;

1.2.4. To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

Related Policies and Procedures

Appeals Procedure

2. Definitions

2.1. In this Complaints Policy the following expressions have the following meanings:

"Appeal"	means your request to escalate a Complaint from Level Two to Level Three if you are not satisfied with the outcome at Level Two;
"Appeal Handler"	means an employee of Haddon Training Ltd working at Management and Senior Management level who will handle Complaints from Level Two to Level 3;
"Business Day"	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in United Kingdom;
"Complaint"	means a complaint about services provided by Haddon Training Ltd, about our customer service, or about our employees**;**
"Complaints Form"	means our standard complaints form, available at the end of this document;
"Complaints Policy"	means this document;

"Complaints Procedure"	means the internal complaints handling procedure of Haddon Training Ltd which is followed when handling a Complaint;
"Complaint Reference"	means a unique code assigned to your Complaint that will be used to track your Complaint;
"Level One"	means the first stage in our complaints handling procedure under which your Complaint will be handled by a Level One Complaint Handler;
"Level One Complaint Handler"	means an employee of Haddon Training Ltd working at Management level who will handle Level One Complaints;
"Level Two"	means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by Level Two Complaint Handler;
"Level Two Complaint Handler"	means an employee of Haddon Training Ltd working at Senior Management level who will handle Level Two Complaints;
"Level Three"	means the third and final stage in our complaints handling procedure under which you may appeal the outcome of a Level Two Complaint. Your Complaint will be handled by an Appeal Handler.

3. What this Complaint Policy Covers

3.1. This Complaints Policy applies to the provision of services by Haddon Training Ltd, to our customer service and to our employees.

3.2. For the purposes of this Complaints Policy, any reference to Haddon Training Ltd also includes our employees.

3.3. Complaints may relate to any of our activities and may include (but not be limited to):

3.3.1. The quality of customer service you have received from Haddon Training Ltd;

3.3.2. The behaviour and/or professional competence of our employees;

3.3.3. Delays, defects or other problems associated with the provision of services by Haddon Training Ltd;

3.3.4. Any specific concern about the provision of a programme of study, support service, administrative service or policy operated by Haddon Training Ltd;

3.3.5. Any specific concern about the activities of Haddon Training Ltd or staff whilst engaged in Haddon Training business.

3.4. The following are not considered to be Complaints and should therefore be directed to the appropriate person or department:

3.4.1. General questions about our services;

3.4.2. Matters concerning contractual or other legal disputes;

3.4.3. Formal requests for the disclosure of information, for example, under the Data Protection Act.

4. Making a Complaint

4.1. All Complaints, whether they concern our services, our customer service, or our employees, should be made in one of the following ways:

4.1.1. In writing, addressed to Quality, Complaints, Haddon Training Ltd, Brinkworth House, Brinkworth, Chippenham SN15 5DF.

4.1.2. By email, addressed to Complaints at complaints@haddontraining.co.uk;

4.1.3. Using our Complaints Form, following the instructions included with the form.

4.2. When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

4.2.1. Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);

4.2.2. If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;

4.2.3. If you are making a Complaint about a particular transaction, the reference number, e.g., purchase order number, invoice number, etc.;

4.2.4. If you are making a Complaint about a particular employee of ours, the name and, where appropriate, position of that employee;

4.2.5. Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;

4.2.6. Details of any documents or other evidence you wish to rely on in support of your Complaint;

4.2.7. Details of what you would like Haddon Training Ltd to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take).

5. How We Handle Your Complaint

5.1. Haddon Training Ltd operates a three-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two or Level Three. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are not satisfied at the end of Level Two your Complaint may be escalated to Level Three at which point it will be handled by the Chief Operating Officer.

5.2. Level One:

5.2.1. Upon receipt, your Complaint will be logged in our complaints file and will acknowledge receipt of it in writing within two working days, giving you a Complaint Reference.

5.2.2. When we acknowledge receipt of your Complaint, we will also provide details of your Level One Complaint Handler.

5.2.3. If your Complaint relates to a specific employee, that person will be informed of your

Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only via the Level One Complaint Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.

5.2.4. If we require any further information or evidence from you, the Level One Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.2.5 We aim to resolve Level One Complaints within 10 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.2.6. At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two.

5.3. Level Two:

5.3.1. If you are not satisfied with the resolution of your complaint at Level One, you may request that the Complaint be escalated to Level Two within five working days, where your Complaint will be handled by Senior Management level members of our team.

5.3.2. Escalation requests, quoting your original Complaint Reference, should be directed to your Level One Complaint Handler who will forward the request to an appropriate Level Two Complaint Handler. Receipt of escalation requests will be acknowledged in writing within two working days. When we acknowledge receipt of your escalation request, we will also provide details of your Level Two Complaint Handler.

5.3.3. If your Complaint relates to a specific employee, that person will be informed of your Level Two Complaint and given a further opportunity to respond. Any communication between you and the employee in question should take place only via the Level Two Complaint Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.

5.3.4. If we require any further information or evidence from you, the Level Two Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.3.5. We aim to resolve Level Two Complaints within five working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.3.6. At the conclusion of the Level Two complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Three.

5.4 Level Three:

5.4.1. If you are not satisfied with the resolution of your complaint at Level Two, you may appeal the decision within five working days, and have the Complaint escalated to Level Three where it will be handled by our Chief Operating Officer.

5.4.2. Appeals, quoting your original Complaint Reference, should be directed to your Level Two Complaint Handler who will forward the request to an appropriate Appeal Handler.

Receipt of Appeals will be acknowledged in writing within two working days.

5.4.3. If your Complaint relates to a specific employee, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.

5.4.4. If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.4.5. We aim to resolve Level Three Complaints within five working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.5.5. At the conclusion of the Level Three procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final**.**

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

The full details of how to do this can be located on the Awarding Organisations website:

City & Guilds: www.cityandguilds.com

1st4Sport: www.1st4sportqualifications.com

NCFE: customersupport@ncfe.org.uk

Should you address your complaint to the relevant Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. A representative of Haddon Training or the relevant Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

OFQUAL: Qualification Regulator for RQF qualifications in England

6. Confidentiality and Data Protection

6.1. All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees of Haddon Training Ltd who need to know in order to handle your Complaint.

6.2. We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time.

6.3. All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

7. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Quality, Haddon Training Ltd, Brinkworth House, Brinkworth, Chippenham 5N15 5DF, or by email at complaints@haddontraining.co.uk;

8. Policy Responsibility and Review

8.1. Overall responsibility for this Complaints Policy within Haddon Training Ltd and the implementation thereof lies with the Chief Operating Officer.

8.2. This Complaints Policy is regularly reviewed and updated as required.

This policy has been approved and authorised by:

Name: **Jude Holloway**

Position: **Chief Operating Officer**

Date: **November 2026**

Signature:



COMPLAINTS FORM

Title Mr/Mrs/Ms		First Name		Surname	
Address					
Phone number			Alternative phone number		
Are you complaining on behalf of someone else? Please provide their name.					

Nature of complaint; names of individuals involved; dates and times of incidents; names of witnesses; what action has been taken to date:

How would you like us to contact you?

Telephone ☐ Letter ☐ Email ☐

We are required by the Data Protection Act 1998 to obtain your permission to process any information on this form. Please sign the declaration below:

I confirm the information on this form is correct to the best of my knowledge and agree to Haddon Training Limited processing any data on the form as required for this complaint.

Signed…… Date……

FOR OFFICE USE ONLY		REFERENCE NO:	
Date complaint received		Date acknowledged	
Date resolution communicated		Date complaint closed	