

## **Appeals & Complaints Policy**

Murray & Willis Limited is committed to maintaining effective procedures to allow all delegates to make legitimate complaints.

This document provides guidelines for all associated with the preparation, organising and delivery of training courses.

### **What sort of complaints does this procedure cover?**

The Complaints Procedure covers complaints concerning:

Poor services, inappropriate behaviour, poor teaching/tutoring, and course delivery.

### **Responsibilities:**

Murray & Willis Limited staff and training associates provide a professional service and must accept responsibility for the quality of this service.

### **Expected Time Limits:**

Where possible these deadlines should be adhered to and appropriate reasons should be given, in good time, to the delegate when the time deadlines are unable to be met.

### **Stage 1 – Preliminary Procedure – ‘Raising a Concern’:**

Complaints should normally be raised at Stage 1 of these procedures as close as possible to the point at which the issue arises.

Delegates should be encouraged to raise any problem directly with the people immediately involved. Delegates can be offered a facilitated meeting with the Citb Centre Manager.

### **Stage 2 – Formal Procedure – ‘Written Complaint to Tutor’:**

If, after approaching the person(s) directly involved with the complaint through an informal channel, the delegate does not consider that the matter has been satisfactorily resolved, the next step is to contact the tutor in writing.

Murray & Willis Limited should respond fully to the complaint normally within 30 working days.

Should, in exceptional circumstances, it is not possible to adhere to these timescales, all parties to the complaint will be advised accordingly.

### **Delegate:**

Delegate complaints should initially be made in person to the Citb Centre Manager for a discussion to take place and any reasons for dissatisfaction to become clear. A period of reflection will take place – normally 10 working days and then a verbal decision will be given.



Dawn Clempson  
HR & Training Manager/ Citb Centre Manager

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