

<p style="text-align: center;">Countryside Training & Tree Management Ltd Complaints Procedure 01.01.2022</p>
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Our Complaints Policy

At Countryside Training & Tree Management we are committed to providing a high quality service to all our customers. When something goes wrong we need you to tell us about it. This will help us to improve our service and standards.

If you have a complaint, please contact either Alan Stephens MD or Jackie Stephens Office Manager in writing with details of the complaint.

How will we deal with your complaint ?

We will send you a letter acknowledging receipt of your complaint within five days of receiving it.

We will then investigate your complaint, with person/s involved, in the matter concerned.

Alan Stephens MD will then invite you in to discuss and hopefully resolve your complaint, within 14 days of sending you the acknowledgment letter. If the complaint is reference training or assessing you have the right to contact Lantra Awards, NPTC/City & Guilds and the regulatory bodies (Ofqual, SQA Accreditation) directly.

Within 3 days of meeting, Alan Stephens will write to confirm what took place and any solutions that have been agreed with you. If complaint is upheld then we will need to assess whether this has any impact on any other learners and if further investigations need to take place with the appropriate awarding body.

If you do not want a meeting or it is not possible, Alan Stephens will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to review decision.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If the complaint is reference training or assessing you have the right to contact Lantra Awards, NPTC/City & Guilds and the regulatory bodies (Ofqual, SQA Accreditation) directly.

For SQA approved qualifications (Scotland) write to The Optima Building, 58, Robertson Street, Glasgow G2 8DQ.

For Ofqual approved qualifications (England, Wales and Northern Ireland) write to Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry CV5 6UB.

Name:	ALAN STEPHENS
Position:	MD
Signature:	
Date:	01.01.2022
Review Date	01.01.2023