



Complaints Policy & Procedure

Century Training Academy Ltd

We deal with all comments and complaints seriously. We promise that we will treat your comment or complaint fairly and impartially.

We will not treat you differently because you have made a complaint. We will not discriminate against you on the basis of your age, disability, ethnicity, gender, religion, belief or any other irrelevant ground.

We aim to respond to you promptly, regardless of the subject matter, the way in which you contact us with your comment or complaint.

If we are unable to respond at the first point of contact, we aim to deal with your comment or complaint within ten working days of receipt.

When things have gone wrong we will do our best to resolve matters quickly and fairly. We will:

- Explain what went wrong and why
- Apologise when it is appropriate
- Take action to remedy the situation, when possible

If you are not satisfied with the response you receive, you can take the matter further and contact the Centre Manager. We will provide you with details of how to do this and notify you with results within 15 working days.

If you consider that the complaint is still not resolved fairly the final stage is to take the complaint to the board of directors whose decision is final.

Century Training Academy Ltd will maintain a record of all complaints and suggestions including any findings and outcomes.

Reviewed: August 20th 2025

Next review: 20th August 2026