

Key Performance Training
Complaints and Appeals Policy



General Information	
Business name	Key Performance Training
Business address	Units 9 & 10 Rockhaven Park, Kembrey Street, Swindon, England
Date	2nd February 2025
Prepared by	Rachel Gearon

Scope and objectives

The purpose of this Complaints and Appeals Plan is to have clear and concise process for any student that works with us.

Key Performance Training Ltd (the Company) is committed to delivering a high-quality service and encourages its learners to tell us where there is cause for concern and a case for improvement.

We aim to handle complaints and appeals in a way that:

- is fair and efficient
- treats complaints and appeals seriously and with sympathy and confidentiality
- facilitates early resolution
- allows the Company or the awarding body to benefit from the experience

How to Complain or Appeal

This procedure outlines a number of simple routes to be used by any student or user depending on the seriousness of the complaint or appeal. The following list indicates examples of the type of complaint or appeal covered by this procedure:

- Misinformation about your course
- Poor assessment/mentoring/supervision
- Insufficient resources or facilities
- The behaviour of a member of staff
- The behaviour of another student
- A failing in the Company's service

Do remember that complaints and appeals will not always produce the outcome you are looking for. For instance, policy decisions or resourcing beyond the Company's control may affect the level of service provided.

However, whatever the decision, we undertake to inform you at all stages of the results of a complaint or appeal and the reasons for it.

Sensitive Issues

If you have an issue which is not about the Company services or teaching but instead relates to a more sensitive and personal issue such as harassment, you can refer to the Company's separate procedures on equal opportunities which set out what action you can take.

Alternatively, you can contact the Company's Head of Teaching and Learning who will talk

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with you in confidence; you can then decide how to proceed.

The Key Performance Training Guarantee

If you have a concern, do not hesitate to raise it. We would like to hear from you as early as possible to resolve the issue and to put things right for the future.

We welcome your views and suggestions. We will monitor all comments, complaints and appeals and will always treat them seriously and follow our procedures and timescales. We will endeavor to continuously improve our service.

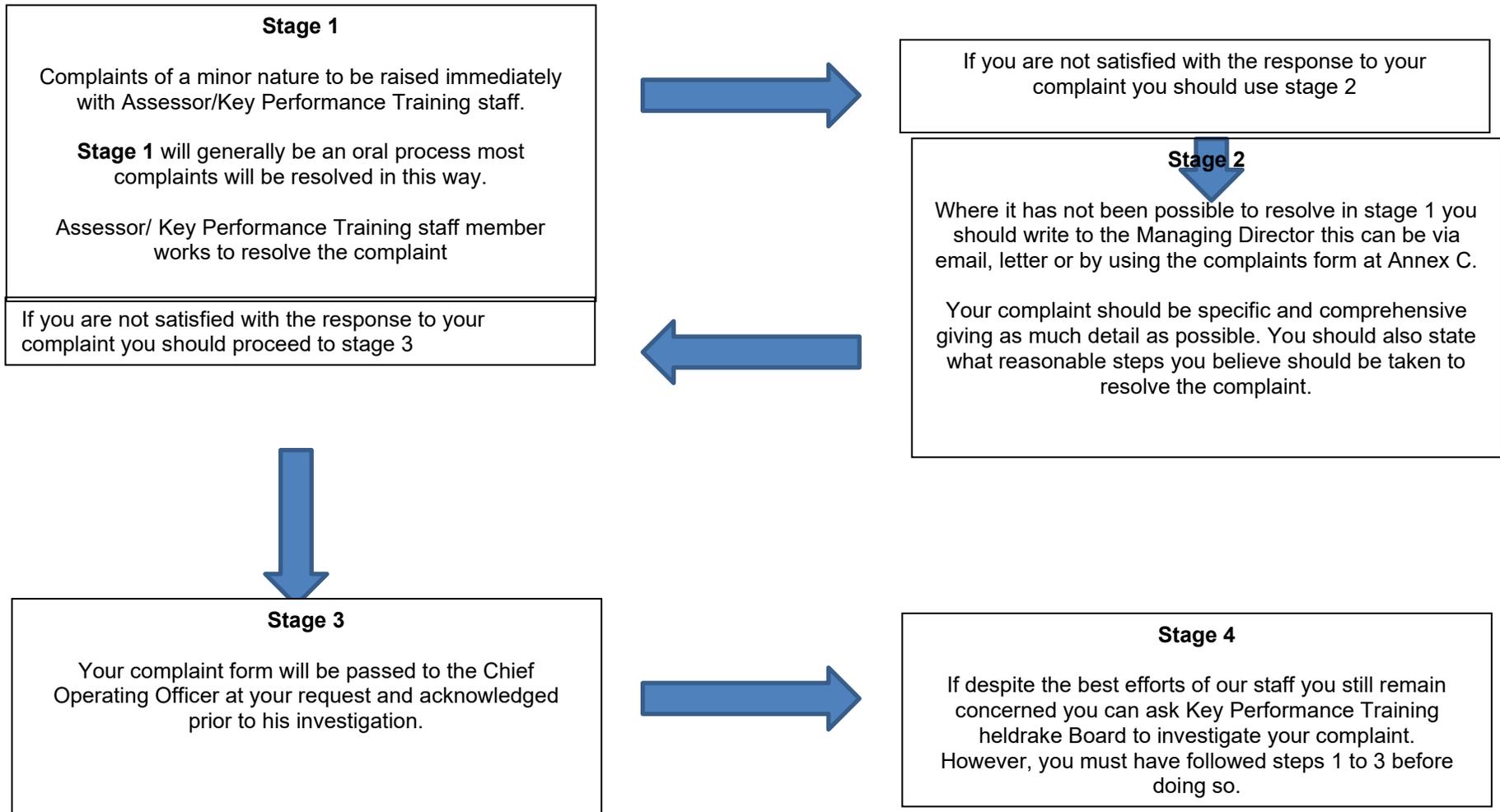
The Complaints Procedure is located at Annex A of this document and the complaints form is located at Annex C and must be used in all cases.

The Appeals procedure is located at Annex B of this document and also located in all of the Company's portfolios.

This policy is reviewed and amended annually.

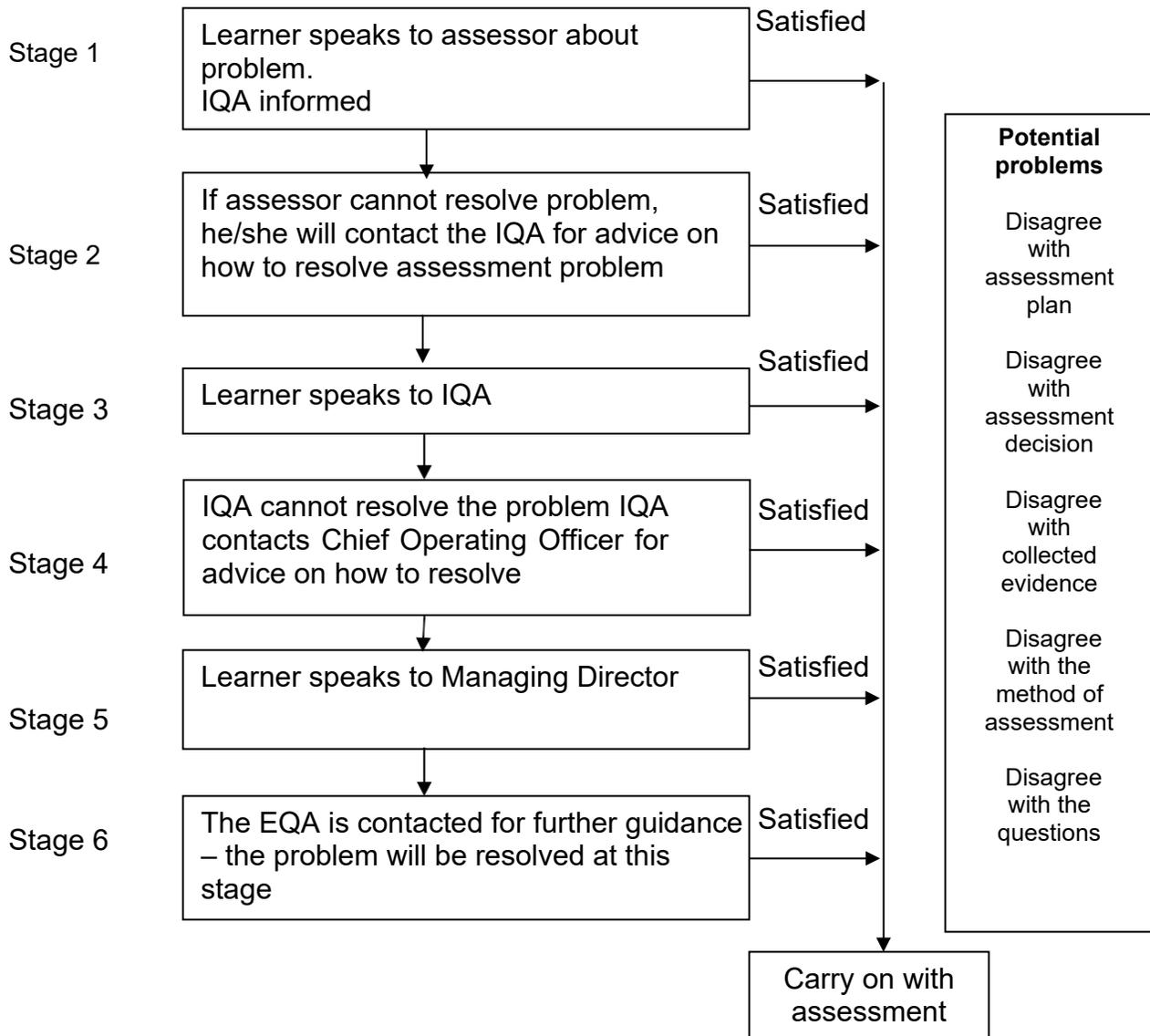


Complaints Procedure



Appeals Procedure

You have the right to appeal any decision.



Note

A full copy and breakdown of the Awarding Organisation's Appeals procedure is available on request.

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Annex C

Key Performance Training Complaints Form

You must have tried to resolve your complaint with department concerned before making a formal complaint. If you do not complete all parts of the form or fail to enclose all relevant documents the investigation into your complaint may be delayed.

Your details

Title (eg Miss, Mrs, Mr etc)	
Surname (family name)	
Forenames (given names)	
Course Title (if applicable)	
Address (include postcode)	
Mobile Number	
Email address	

Your complaint

Please briefly set out below the main points of your complaint. If you need more space, continue on the back of the form or a separate sheet of paper, which you must attach securely to this form.

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Supporting documents

You must enclose copies of the following documents with your complaint:

What have you done so far?

Explain briefly what steps you have taken to resolve your complaint and why you are not happy with the response.

What would you like us to do about your complaint?

Explain briefly what you might consider to be a satisfactory resolution to your complaint.

I believe that the facts stated in this complaint are true.

Signature Date

Complaints should be addressed to:

Managing Director, Key Performance Training Ltd and emailed to:
office@keyperformancetraining.co.uk

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Cancellation and Refunds

We are committed to assisting all our customers to book courses with our company easily and with a clear understanding of all the course fees.

All course fees are agreed prior to any booking and are always provided in writing.

Invoices are then prepared once a booking has been requested, and full payment is required to secure your booking and must be received at least three weeks prior to the start of your training (unless prior arrangements have been agreed with David Gearon). Your place will be cancelled if full payment is not made prior to that timeframe.

All VAT registered invoices that are produced will be kept on file for a minimum of 11 years.

- Cancellations or alterations received in writing more than 28 days before the course date will incur no charge. Any fee paid may be used against future training or will be refunded.
- Cancellations or date changes received in writing between 15 and 28 days of the course date will be charged at 30% of the agreed cost of training. The balance of any fee paid may be used against future training or will be refunded.
- Cancellations or date changes received in writing less than 15 days before the course date will be charged in full. We reserve the right to refuse training for late arrivals on the training day and, in such instances, will not refund the training fees.

We are committed to customer satisfaction. Therefore if, following a complaint and subsequent investigation, we are found to have delivered a sub-standard service we will take steps to reimburse all affected.

The Managing Director will be responsible for ensuring a suitable investigation is undertaken and a refund provided where required.

This does not affect our standard terms and conditions of sale, nor apply in situations where we reasonably deem we were not at fault.

Review

This Complaints and Appeals Policy will be reviewed annually.

Date of last review: Feb 2025

Next review due: Feb 2026