



COMPLAINTS POLICY

At AI Training (UK) Ltd we do our best to provide a professional and attentive service to our customers. All feedback is greatly appreciated to enable us to develop our service delivery. If you have concerns, please let us know as soon as possible. We will look into the matter and do our best to resolve any issues. If this is not possible, we have this complaints procedure which we adhere to.

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group.

Principles of AI Training (UK) Ltd complaints procedure

- Complaints will be properly investigated, and managed in a professional and non-confrontational manner.
- Complaints will be dealt with in confidence. Exceptions to this may arise if anyone is liable to be at risk by matters referred to in the complaint.

Making a Complaint

All complaints must be made within 3 months of the event.

Complaints can be made about AI Training (UK) Ltd in writing, email, telephone or in person:

AI Training (UK) Ltd
Suite 110
Two Snow Hill, Snow Hill Queensway
Birmingham, B4 6GA
E-mail: admin@aitraining.co.uk
Tel: 07807277229

What happens next?

Step 1:

Your complaint will then be dealt with by the relevant manager.

Receipt of the complaint will be acknowledged in writing within 5 working days.

We will aim to investigate and respond to the complaint in writing within 15 working days.

If this is not possible, we will explain why and advise on how long it may take to investigate and resolve the issue.

Step 2:

If you are not satisfied with the response to your complaint, you can contact AI Training (UK) Ltd within 15 working days and request for your complaint to be reviewed. The review findings will be supplied to you in writing within 28 working days.

Step 3:

If you are not satisfied with the outcome of the complaint you may wish to:

- a. refer it to DSA-QAG, if you believe AI Training (UK) Ltd are not complying with their Quality Assurance Framework.
- b. Complaints can also be escalated to your Funding Body.

Contact details for both DSA-QAG and your Funding Body can be provided by AI Training (UK) Ltd if necessary.

Resolution:

AI Training (UK) Ltd aims to resolve all complaints in a timely and fair manner, aiming to be:

- Open and accessible.
- To be fair to all parties involved and avoid allocating unnecessary blame to individuals.
- To lead to prompt resolution.

Resulting in:

- An apology and/or other form of recompense if appropriate.
- Corrective and/or preventive action if appropriate.

Or

- Provision of a clear and transparent explanation of what has happened and why further action is not appropriate.

In the unfortunate and unlikely event of:

- both parties being unable to reach an amicable resolution to the complaint and/or

- repeated complaints of the same nature that have been addressed, but the service user remains unhappy about the outcome and AI Training (UK) Ltd feels there are no other alternatives.

It may be decided between the service user and AI Training (UK) Ltd that their needs can be better met through an alternative support provider. In this case AI Training (UK) Ltd will sign post the service user to the relevant agencies and support the service user in this transition.