

Firstline Training, Advisory and Business Services

Complaints Procedure

A complaint is an expression of dissatisfaction concerning Firstline Training product or service. Firstline Training takes all complaints extremely seriously and all staff are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your course Tutor / Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution or you feel it is inappropriate to address your complaint with the Tutor / Assessor, then please contact the IQA via 1 of the following options:

Call: 07507832611

E-mail: training@firstlineservices.co.uk

Write to: The IQA

Firstline Training, Advisory and Business Services Ltd
Unit 107 , Manak House, Kengley Bridge Road, Lower Sydenham
London
SE26 5AL

When you contact us, please give us your full name, contact details, and a daytime telephone number, along with:

- a full description of your complaint (including the subject matter and dates and times, if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the complaint

Firstline Training asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 5 working days.

The IQA will then investigate your complaint and respond to you within 14 working days

Escalating your initial complaint if you remain dissatisfied

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached, then you may escalate your complaint to our Centre Head. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Centre Head will investigate in full and respond to you within 14 working days.

The Centre Head can be contacted using the following:

Call: 07904662282

E-mail: training@firstlineservices.co.uk

Firstline Training, Advisory and Business Services

Write to:

The Centre Head

Firstline Training, Advisory and Business Services Ltd

Unit 107 , Manak House, Kengley Bridge Road, Lower Sydenham

London

SE26 5AL

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification, then please contact the awarding organisation directly. This policy is available to all awarding bodies we work with. The contact details of the Awarding Body specific to the course you are enrolled in is included in your course information or induction pack.

Should you address your complaint to the Awarding Body and remain unhappy with the outcome, you may then raise your complaint to the relevant qualification regulator. in each instance and provide contact details.

*The following list of qualification regulators are provided as additional guidance:

- SQA Accreditation for SCQF Provision
- OFQUAL for RQF qualifications delivered anywhere else

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Firstline Training, The Awarding Organisation and the relevant qualification regulator, then you do have 1 final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly. Details can be located on their website: www.spsso.org.uk

If you have any queries about the contents of this policy, please contact Anthony Etse directly on 07904662282 or email them at: training@firstlineservices.co.uk

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1	15/05/2025	Anthony Etse	N/A