



Expedient Training Consultancy

COMPLAINTS/GRIEVANCE PROCEDURE FOR CLIENTS/CANDIDATES

Should a Candidate or Client have cause to raise a grievance relating to the products or services provided by Expedient Training Consultancy then the following steps should be taken:

Step 1

1. Discuss any concern about the nature of the complaint initially with their Trainer/Assessor within 5 working days of the grievance arising. Both parties should make every effort to resolve the grievance to their mutual satisfaction within 10 working days.

Step 2

2. If the matter has been discussed and no satisfactory outcome has been achieved, the Candidate/Client and Trainer/Assessor should refer to the Managing Director (Stuart Garnett) within 10 working days.

Step 3

3. If the grievance is still unresolved after step 2, the Client/Candidate has the right to report the grievance with Expedient Board of Directors and a date will be arranged where the Board will review the grievance. Appropriate resolutions will be put in place and such resolutions will be communicated to the Client/Candidate. Resolutions will be actioned if all parties agree.

Step 4

4. If the Client/Candidate is still not satisfied with the resolutions made, they have the right to report the Grievance/Complaint to the relevant Awarding Organisation.

Stuart Garnett
Managing Director