



## Complaints Policy

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Version 1



# Complaints Policy

## This Policy

This policy explains how:

- You, the customers, can raise a complaint with us about our services; and how we will deal with complaints

We will always aim to provide high quality services and to provide a high standard of customer care. We will recognize however that sometimes we may not get things right and such, it is important that you can raise any issues or complaints with us.

## How to Make a Complaint

If you would like to make a complaint, you can do so via email to: [Info@NagsTraining.com](mailto:Info@NagsTraining.com)

## Information

Please include the following information in your complaint:

- Your full name.
- Your contact details (Phone and Email).
- The fact that you are raising a complaint.
- Any relevant dates and times which are relevant to your complaint.
- The type of service we have provided to you.
- A key summary of the problem/problems you have experienced and why the services were not satisfactory.



## What to Expect

Complaints will be received and progressed during our business working hours which are:

Monday to Saturday

09:00 – 17:00

## Acknowledgement

We will acknowledge your complaint within 14 business days of our receipt of it.

## Response

We will ordinarily provide a full response to your complaint via email.

We will ordinarily provide a full response within 28 business days of our receipt of your complaint.

Sometimes, our investigation may take longer. If this is the case, we will contact you to tell you, and we will provide you with a revised timeframe within which you should expect to receive a response. We will provide regular updates to you thereafter.

We may agree with all of some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

We will offer the solution we judge is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we will offer a different solution where this is appropriate.



If we do not agree with your complaint, we will provide you with full details to explain why this is the case. If you are unhappy with this, you may wish to progress matters externally. (See below).

### **External Quality Assurance**

Our First Aid services are quality assured by: WORKSAFE TRAINING SYSTEMS

Details about WorkSafe can be found here:  
<https://worksafetraining.co.uk/>

You have the option of contacting our EQA in relation to a complaint about our required standards should you deem this appropriate.

### **Legal Claims**

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved via any type of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Advice Directive Scotland website.