

ONE ASH TRAINING LIMITED

COMPLAINTS AND COMPLIMENTS PROCEDURE

Introduction

Candidates, Trainers, instructors, assessors, verifiers or sub-contractors may use the complaints and compliments procedure. The procedure applies to any Training Programmes provided by One Ash Training Limited and may be made about any aspect of the service provided by One Ash Training Ltd.

If the complaint is purely an internal matter, the correspondence will be copied and sent to the various parties for comment and action will be taken to resolve the matter.

A log of all complaints and compliments will be maintained to make sure that appropriate action is taken. The log will be monitored regularly to identify any shortcomings of One Ash Training Ltd and its service to customers/candidates and also identify where One Ash Training Ltd is doing well. This log will be available at any time for viewing by LANTRA and their Quality Committee.

Compliments Procedure: If you wish to formerly compliment One Ash Training Ltd on any aspect of its product or service including that received by individual members of staff, please contact One Ash Training Ltd in writing via letter or email. All compliments will be logged.

Complaints Procedure:

- A complaint can be raised by completing the Complaints Form, which can be found at the end of this policy.
- All complaints should be submitted in writing and sent to One Ash Training Ltd at their offices, One Ash Farm, Alder Lane, Cronton, Widnes, WA8 5PY or emailed to info@oneashtraining.com
- One Ash Training Ltd will make every effort to resolve any complaint quickly and will make an initial response within 5 working days.
- A written response will be given to all complaints (letter or email), after a full investigation has taken place, this will be within a maximum of 10 working days from the receipt of the complaint.

The relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the matter will be passed on to the Awarding Body (eg. LANTRA's Awards Quality Committee) for them to deal with.

The complainant also has a right to contact the Awarding Body directly. Contact details for the Awarding Bodies can be found on their websites.

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. The Awarding Body will advise you of the correct qualification regulator in your circumstances.

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