



## **Complaints Procedure**

COMMTACS learning & development welcomes constructive comments and criticisms from candidates. All formal complaints should be made in writing or filmed to the Training Provider. COMMTACS learning & development's internal procedures guarantee a thorough, fair and speedy investigation of all such complaints.

### **COMPLAINTS: 'IF THINGS GO WRONG'**

If any candidate has a complaint about any of the services provided by COMMTACS learning & development, the procedure to follow is:

1. Candidate to inform the relevant member of the staff or Course Team Leader.
2. If the candidate is not satisfied, s/he is to make a formal complaint, either in writing or filmed to the Training Provider.

COMMTACS learning & development guarantees that:

- Making a complaint will not disadvantage you in the future
- Your complaint will be recorded
- Your complaint will be dealt with speedily
- Your complaint will be investigated fully and fairly
- You will be given a written or filmed response within 10 days of the complaint being received.

3. If the above procedure is exhausted and candidates remain dissatisfied, they have the right to complain/contact Signature directly.

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