

AP 106 – Complaints Policy	Rev No: 1	Issue Date 01/04/2025	Written By: James Daly	Approved By: Philip O’Sullivan
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Complaints Policy for Learners on a Training Course Regarding the Trainer

1. Purpose

Occupli is committed to providing high-quality training and ensuring a positive learning experience for all learners. This policy outlines the procedure for learners to raise concerns or complaints about a trainer in a fair, transparent, and timely manner.

2. Scope

This policy applies to all learners enrolled in training courses delivered by Occupli. It covers complaints related to trainer conduct, professionalism, delivery style, and adherence to course objectives.

3. Principles

- Complaints will be treated seriously and with confidentiality.
- Learners will not face discrimination or repercussions for raising a complaint.
- Complaints should be addressed promptly and fairly.
- Complaints should be resolved at the lowest possible level before escalation.

4. Complaints Procedure

4.1 Informal Resolution

Learners are encouraged to resolve concerns informally by discussing the issue directly with the trainer. If this is not possible or does not resolve the issue, learners may escalate the complaint.

4.2 Formal Complaint Submission

If informal resolution is unsuccessful, learners may submit a formal complaint by:

1. Completing the **Learner Complaint Form**, available upon request.
2. Submitting the form via email to **[insert complaints email]** or in writing to the Occupli Training Department.
3. Providing details of the complaint, including:
 - Course name and date
 - Trainer’s name
 - Description of the issue
 - Any supporting evidence
 - Any attempted resolutions

4.3 Investigation and Resolution

- The complaint will be acknowledged within **5 working days**.
- A designated manager will investigate the complaint, which may include discussions with the learner, trainer, and any relevant witnesses.
- A resolution or outcome will be provided within **15 working days**. If more time is required, the learner will be informed of the expected timeframe.

4.4 Appeals Process

If the learner is not satisfied with the outcome, they may appeal by:

1. Submitting an appeal request in writing within **5 working days** of receiving the outcome.
2. The appeal will be reviewed by a senior manager, with a final decision provided within **10 working days**.

5. Record Keeping & Confidentiality

- All complaints and resolutions will be documented and stored securely.
- Complaints will be handled with confidentiality, with information shared only on a need-to-know basis.

6. Review of Policy

This policy will be reviewed annually to ensure it remains effective and aligned with best practices.

Revision History

Rev	Date	Reason for Change	Author	Approver
1	01/04/2025	Initial Release	James Daly	Philip O'Sullivan