

AMP Training Solutions Ltd – Complaints Policy

Purpose

This policy outlines how customers, learners, and stakeholders can raise complaints regarding AMP Training Solutions Ltd's qualifications and services. It applies to anyone who has experienced direct or indirect service delivery.

Malpractice Concerns:

If you suspect malpractice or maladministration in course delivery or assessment, refer to our separate Malpractice and Maladministration Policy.

How to Raise a Complaint:

- Initial Step: Speak directly with the person involved to resolve the issue informally.
- Escalation: If unresolved, contact the Directors via QR code or email: info@amptrainingsolutions.co.uk.
- Formal Complaint: Submit in writing within one month of the incident to the contact details below.

What to Include:

- Your full name and contact details
- Course date and time
- A clear description of the complaint (including dates/times)
- Names of staff involved
- Relevant documents or correspondence

What Happens Next:

- Acknowledgement: Within 5 working days
- Investigation: Completed within 30 days (or up to 60 days for complex cases)
- Outcome: You'll receive a written decision, possibly following further contact or a meeting

If Your Complaint Is Upheld, we will:

- Apologise
- Review procedures and training needs
- Take disciplinary action if necessary

If You Disagree

First, speak to the lead tutor

If still dissatisfied, follow our Appeals Policy

You may also contact the relevant awarding organisation www.STA.Co.uk (Safety Training Awards)

Contact Details for AMP Training Solutions Ltd

AMP Training Solutions Ltd

88 Risca Road, Newport, South Wales, NP20 4JA

☎ 07725 912441

✉ info@amptrainingsolutions.co.uk

Policy Review

The complaints policy is reviewed annually and updated based on feedback from learners, customers, or regulators.

[AMP Training Solutions Complaints Procedure – Fill out form - https://forms.office.com/e/YNrEY7mcbS](https://forms.office.com/e/YNrEY7mcbS)

