

# **Complaints Policy for Nora Training Centre Ltd (KECC LTD)**

## **1. Purpose**

Nora Training Centre Ltd (KECC LTD) is committed to maintaining the highest standards of service quality and ensuring the satisfaction of all stakeholders, including learners, clients, and regulatory bodies. This Complaints Policy is designed to provide a clear and structured process for addressing and resolving complaints, fostering transparency, fairness, and continuous improvement.

## **2. Scope**

This policy applies to all aspects of Nora Training Centre Ltd's (KECC LTD) operations, including but not limited to teaching, assessment, administration, learner support, and interactions with external parties. It encompasses complaints raised by learners, clients, staff, or any other stakeholders.

## **3. Definitions**

A complaint is defined as any formal expression of dissatisfaction with the services provided by Nora Training Centre Ltd (KECC LTD). This includes concerns related to teaching quality, assessment procedures, course content, administrative processes, learner support, or any other aspect of service delivery.

## **4. Complaints Procedure**

### **4.1. Informal Resolution**

Where possible, individuals are encouraged to attempt resolution through informal channels, such as direct communication with the relevant staff member or department. The aim is to address concerns swiftly and amicably to maintain positive relationships and minimise disruption to the learning process.

### **4.2. Formal Complaint**

If the issue cannot be resolved informally, the complainant may initiate a formal complaint by submitting a written complaint to the Complaints Officer at Nora Training Centre Ltd (KECC LTD). The complaint should include:

- Name and contact information of the complainant

- Nature of the complaint, providing specific details and examples where possible
- Relevant supporting evidence, such as correspondence or documentation
- Desired outcome or resolution, including any specific actions or remedies sought

Complaints can be submitted via email to [contact@noratraining.co.uk](mailto:contact@noratraining.co.uk) or in writing to the following address:

Complaints Officer  
Nora Training Centre Ltd (KECC LTD)  
9c 55 Bath Street  
Walsall, WS13BZ

#### **4.3. Acknowledgement and Investigation**

Upon receipt of a formal complaint, the Complaints Officer will acknowledge the complaint within five working days. An initial assessment will be conducted to determine the scope and severity of the complaint. The Complaints Officer will then initiate a thorough investigation, which may involve gathering additional information from relevant parties and reviewing relevant documentation.

#### **4.4. Resolution**

Nora Training Centre Ltd (KECC LTD) is committed to resolving complaints promptly and fairly. The Complaints Officer will communicate the outcome of the investigation to the complainant in writing within 15 working days of receipt of the complaint. This communication will include:

- A summary of the findings of the investigation
- Any remedial actions taken or proposed to address the complaint
- Details of any changes to policies, procedures, or practises as a result of the complaint

The Complaints Officer will also provide information on the complainant's right to escalate the complaint if they remain dissatisfied with the outcome.

#### **4.5. Escalation**

If the complainant remains dissatisfied with the outcome of the investigation, they may request a review by contacting the Managing Director of Nora Training Centre Ltd (KECC LTD). The Managing Director will conduct a thorough review of the complaint and the steps taken to address it, consulting with relevant stakeholders as necessary. The decision of the Managing Director will be final and communicated to the complainant in writing.

#### **4.6. Records Keeping**

Nora Training Centre Ltd (KECC LTD) will maintain accurate records of all complaints received, including details of the nature of the complaint, actions taken, and resolutions achieved. These records will be securely stored in accordance with data protection regulations and may be used for monitoring and improvement purposes.

#### **4.7. Training and Awareness**

All staff members involved in handling complaints will receive appropriate training to ensure they are equipped to handle complaints effectively and sensitively. Additionally, learners will be made aware of the Complaints Policy and how to access it through course materials, the company website, and other relevant channels.

### **5. Monitoring and Review**

This Complaints Policy will be subject to regular monitoring and review to ensure its effectiveness and relevance. The following procedures will be implemented:

**5.1 Frequency:** The Complaints Policy will be reviewed annually by the Quality Assurance Manager to ensure compliance with all relevant requirements and continuous improvement in complaint handling procedures.

**5.2 Responsible Personnel:** The Quality Assurance Manager will be responsible for overseeing the review process. They will coordinate with relevant departments and stakeholders to gather feedback and assess the policy's performance.

**5.3 Update Process:** Any necessary updates or revisions identified during the review process will be promptly implemented by the Quality Assurance Manager in collaboration with the Complaints Officer and other relevant personnel. These updates will be communicated to all stakeholders through appropriate channels, such as staff meetings, internal memos, and the company's website.

**5.4 Data Analysis:** Complaint trends and analysis will be conducted regularly to identify recurring issues or areas for improvement. This data will inform decision-making regarding policy adjustments, staff training, and development initiatives aimed at enhancing the complaint handling process.

By adhering to these monitoring and review procedures, Nora Training Centre Ltd aims to maintain a robust Complaints Policy that upholds the highest standards of service quality and promotes stakeholder satisfaction.

## **6. Confidentiality and Data Protection**

6.1. All complaints will be handled confidentially and in accordance with data protection regulations. Personal information provided as part of a complaint will be treated sensitively and used only for the purpose of investigating and resolving the complaint. Any information shared with third parties will be done so in accordance with applicable laws and regulations.

6.2. Furthermore, access to complaint records will be restricted to authorised personnel involved in the complaint resolution process. Measures will be implemented to safeguard against unauthorised access, disclosure, or misuse of personal data.

6.3. Nora Training Centre Ltd (KECC LTD) will regularly review its data protection practises to ensure ongoing compliance with relevant legislation and best practises. Any updates or enhancements to data protection procedures will be communicated to staff and stakeholders as appropriate.

6.4. In the event of a data breach involving complaint records, Nora Training Centre Ltd will take immediate steps to mitigate the impact and notify affected individuals and relevant authorities as required by law. A thorough investigation will be conducted to determine the cause of the breach and to implement measures to prevent future occurrences.

## **7. Contact Information**

For any enquiries or further information about this Complaints Policy, please contact:

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