



**Career Seekers Direct**  
Career & Employability Services

## **Career Seekers Direct Complaints Policy**

Career Seekers Direct Ltd aims to provide the best quality and value training to our learners and employers. We will deal with any complaints or concerns in a prompt and professional manner. We will always aim for delivering exceptional customer service and will constantly strive to provide the best learning experience.

In the first instance, we would encourage learners and employers to raise concerns informally with their consultant, trainer or assessor. Often this resolves the issue at the earliest stage without the need to escalate to a formal complaint. If the complaint cannot be resolved informally then a written complaint should be lodged with the MD of Career Seekers Direct Ltd.

### **Members of staff responsible for Complaints**

Eva Harrison – Managing Director

[enquiries@careerseekersdirect.co.uk](mailto:enquiries@careerseekersdirect.co.uk)

Career Seekers Direct Ltd

6 Hornton Grove

Hatton Park

Warwick

CV35 7UA

### **Complaints process**

1. If a complaint is received it is recorded in the Complaints Register
2. An acknowledgement letter or email will be sent within 5 working days
3. The MD will conduct an investigation fully and respond within 10 working days
4. If the MD cannot meet the response deadline they will inform the complainant of the delay and state a new deadline.
5. All actions and communications will be recorded, with the aim of providing a prompt and satisfactory resolution.
6. If applicable, the awarding organisation will be informed of the complaint and actions taken.
7. We hope that we can always solve your issue for you. However, if you are unhappy with our final response, you have the right to refer your



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complaint to the Awarding Organisation by following the Awarding Organisation's complaints procedures. Details are available on the Awarding Organisation's Website.

[www.ncfe.org.uk](http://www.ncfe.org.uk)

Learners and employers have the right to refer their complaint to the Qualifications Regulators. Regulators would require evidence that you have fully exhausted the steps within the Awarding Organisation Complaints Policy.