

Training commitment

Your Rights

As a Learner at a Quallsafe Awards approved training centre you have certain rights.

You have the right to:

High quality training

You can expect the highest standards of quality training from suitably qualified Trainers, regardless of which training centre you have chosen.

Be treated with respect

You will be treated with respect, courtesy and consideration for your dignity, religious and philosophical beliefs.

All staff will treat you politely and pleasantly.

An explanation

If you are not satisfied with the service you receive, we encourage you to tell the Trainer. You have the right to a reasonable explanation.

Make a complaint

If the Trainer is unable to resolve the problem, please see the procedure below.

Complaints procedure

At Quallsafe Awards we adopt a proactive approach to resolving any complaint to the customer's satisfaction. To ensure this is as efficient as possible, please follow these steps.

1 Contact the Trainer

The first step if you have a complaint is to talk to the Trainer, in private if necessary, who should try to resolve the problem immediately.

2 Contact the training centre

If you are not satisfied with the outcome, the next step is to notify the training centre, who will have their own complaints procedures.

3 Contact Quallsafe Awards

Only after giving the training centre the chance to deal with your complaint should you ask Quallsafe Awards to investigate.

Please contact us, with full details, at

Quallsafe Awards, City View, 3 Wapping Road, Bradford BD3 0ED

 Tel: 0845 644 3305

 Fax: 0845 900 1333

 Email: info@quallsafeawards.org

