

Cube Group Training T/A LFS

Complaints Procedure Policy

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Checked and approved by: Ferdinand Joseph

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1. Introduction

This procedure covers our customers, including our learners, who wish to express their dissatisfaction with **Cube Group Training T/A LFS** regarding our products or services.

We are committed to providing you with the best products and services; however, we know that from time to time things don't always go according to plan. If you feel that we haven't met your expectations, we want to know so we can put it right as quickly as possible and prevent it from happening again.

2. How to Get in Touch

The first thing you need to do is contact us via one of the following methods:

- **By Phone:** 0333 006 4005
- **By Email:** sales@cctvdvrsystem.co.uk
- **In Writing:** Cube Group Training T/A LFS
Riverside Centre, Dickens Road
Gravesend, Kent, DA12 2JY
- **Face-to-Face:** With any of our representatives at the centre.
- **Web Chat:** Available on all our official websites.

3. What We Need to Know

To capture, record, and fully understand your complaint, please provide the following information where applicable:

- Your full name.
- Centre Number (if applicable).
- A clear description of the complaint.
- Names and dates of any previous conversations regarding this matter.
- Details of how you or others have been affected by the issue.
- Your contact number/email address and a convenient time for us to contact you.

4. Our Process: What We Will Do

We aim to resolve complaints as quickly as possible. If an immediate resolution is not possible:

1. **Investigation:** We will appoint an appropriate person to investigate the matter on your behalf.
2. **Impartiality:** The investigation will be conducted in a fair, impartial, and confidential manner, ensured by independent internal monitoring.
3. **Timeline:** We aim to respond to and/or resolve all complaints within **5 working days** of receipt.
4. **Complexity:** In exceptional circumstances involving complex issues, we may require more time. We will always inform you if this is the case.
5. **Outcome:** Once fully investigated, we will contact you with the outcome and discuss next steps. A written response will be provided where appropriate.

5. Escalation Process

If you are not satisfied with how your complaint is being handled, you can request at any time for your complaint to be **escalated** to senior management.

If, after we have done everything we can to help, you remain unsatisfied with our final response, you may refer your complaint to the relevant awarding body or regulator.

Regulators

Region	Body	Contact Details
England	Ofqual	Phone: 0300 303 3344 Email: complaints@ofqual.gov.uk Address: Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Wales	Qualifications Wales	Phone: 01633 373 222 Email: report@qualificationswales.org Address: Q2 Building, Pencarn Lane, Imperial Park, Newport, NP10 8AR
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Awarding Body

- **EAL**
 - **Phone:** +44 (0)1923 652400
 - **Email:** customer.experience@eal.org.uk
 - **Address:** Unit 2, The Orient Centre, Greycaine Road, Watford, WD24 7GP