

## Complaints & Appeals Procedure

Most people go through their learning without ever having to make a complaint and we hope that your learning progresses smoothly with us. All of our instructors and assessors are authorised to act on behalf of Lynher Training during the period of the training or assessment that they are delivering and will endeavor to meet your training needs. However, we recognise that occasionally things can go wrong, and we want you to know that we will endeavor to resolve any complaint or appeal you might have. If you are dissatisfied with any aspect of our service, please let us know as soon as possible so that we can resolve the issue. The sooner we are aware of your complaint, the more efficiently we will be able to investigate the issue.

If you want to complain in writing, please write within 5 days to:

The Directors  
Lynher Training Ltd  
Oakleigh House  
Hoopers Lane  
Gunnislake  
Cornwall  
PL18 9NN

Alternatively, you may want to contact us by:

- Telephone - 01822 832232
- Email- [admin@lynher.com](mailto:admin@lynher.com)

We will respond to straightforward complaints within 10 working days of receipt of your complaint. Occasionally, if there is a complex investigation, it may take up to 20 working days. If our investigation into your complaint will take longer than 20 working days, we will inform you as soon as possible.

If you cannot resolve your problem with the person who dealt with you originally, please ask to speak to the one of the directors who will investigate your complaint further and will assist in identifying if any further representation can be made to one of the awarding bodies.

We would also like to hear from you if you are particularly satisfied with our service, or have any suggestions that you think would help us improve.

Reviewed/updated:

14<sup>th</sup> April 2013

20<sup>th</sup> May 2014

28<sup>th</sup> October 2014

5<sup>th</sup> May 2015

31<sup>st</sup> May 2016

26<sup>th</sup> October 2016