

Complaints Procedure

Most of our learners complete their training and assessments successfully, without needing to make a complaint, and we do hope that your experience with us will be a good one! We review all of our policies annually to ensure they are current, fit for purpose and comply with current legislation. All of our policies are available on our website.

All of our instructors and assessors are authorised to act on behalf of Lynher Training during the training / assessment sessions, and will endeavor to meet all your training needs, however, we recognise that occasionally things can go wrong, and we want you to know that we will do our very best to resolve any complaints you might have.

If you are dissatisfied with any aspect of our service, please let us know within 7 days from the date when the issue arose so that we can resolve the issue more efficiently. The sooner we are aware of your complaint, the more efficiently we will be able to investigate the issue.

If you cannot resolve your problem with your instructor or assessor, please contact Lynher training and 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 the appropriate awarding organisations. Should you prefer, you can make a complaint directly to the awarding organisation at any point about assessment related issues.

If you want to make your complaint in writing, please send it 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

We will respond to straightforward complaints within 5 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 is likely to take longer than 20 working days, we will inform you as soon as possible.

We would also love 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:
19th September 2018
21st November 2018
5th July 2019
7th January 2020
27th February 2020
21st October 2020