

Complaints

Complaints should be made within five working days of the incident giving rise to the complaint. It should be made in writing and sent by email to info@groundstraining.com.

Complaints will be acknowledged within five working days of their receipt and will be investigated by a Director in the first instance. The outcome of the complaint will be communicated within five working days of the decision being made.

If a complaint is upheld a response will be issued within five working days of the decision being made and any possible recompense discussed with the complainant.

The Director will investigate, or will instruct an appropriate colleague to investigate, the circumstances giving rise to the complaint.

Any relevant changes to processes and procedures will be made in order to reduce the likelihood of the complaint recurring and these will be communicated to training team members as appropriate.

If the complaint is not upheld, a response will be issued within five working days of the decision being made. The response will include the right to appeal the decision and the right to contact Lantra and any regulatory bodies (Ofqual, SQA, Qualifications Wales, CCEA) if appropriate. It will also include a reference that in Scotland there is the ability for the complainant to raise their complaint to the Scottish Ombudsman if they felt that SQA had not dealt with their complaint adequately.

Participants in training courses are invited to provide feedback by completing Lantra Course Evaluation Forms which are provided by the instructor at the end of each course and returned to the office post-course. These are reviewed by a Director and followed up with the client directly where relevant. Feedback is discussed at periodic meetings of the Directors and Lantra Customised Provision instructors to help us continually improve the delivery of training and the services we provide to our valued clients.