

Complaints Policy & Procedure

Our complaints policy

We are committed to providing a high-quality service to all our delegates/clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact Operations Manager with the details by email support@srscc.co.uk or in writing to:

SR Supply Chain Consultants Ltd
Business First
Millennium City Park
Millennium Road
Preston
PR2 5BL

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to our regulating body CIPS, OFSTED, ESFA.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Course Coordinator, who will review your matter file and speak to the member of staff who acted for you.
3. The Course Coordinator will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Course Coordinator will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the Course Coordinator will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Lead Tutor to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact:

Education Skills Funding Agency

0370 267 0001

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Contact Ofsted about concerns

CIE@ofsted.gov.uk

0300 123 4666

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