

Complaints Procedure

A complaint is an expression of dissatisfaction concerning Showcase Training Ltd products or services. Showcase Training Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the Senior Management Team via one of the following options:

Call: 0330 320 9230

E-mail: hello@showcasetraining.co.uk (add "Complaint" in subject box)

Write to:

Showcase Training Ltd
Unit 77 Merlin House,
4 Meteor Way,
Daedalus Drive,
Fareham,
Hampshire,
PO13 9FU

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Showcase Training Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The appropriate Manager will investigate your complaint and respond to you within 5 working days.

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to a Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. A Director will investigate in full and respond to you within 5 working days.

The Managing Director can be contacted via email –

Luke.bailey@showcasetraining.co.uk

Or by phone on 07966 931695

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact our Awarding Organisation directly. The Awarding Organisation relevant to your qualification can be found on either your certificates or by requesting the information from Showcase Training Ltd.

NCFE/CACHE Awarding Body appeals, enquiries and results can be located on their website: www.ncfe.org.uk, by emailing service@ncfe.org.uk or by calling 0191 239 8000.

Should you address your complaint to NCFE/CACHE and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Showcase Training Ltd or NCFE will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact us on 0330 320 9230 or email hello@showcasetraining.co.uk.

1	01/12/2015	Luke Bailey	1st Issue
2	16/05/2016	Ellen Mould	Reviewed policy
3	05/01/2018	Ellen Mould	Reviewed policy
4	22/01/2018	Ellen Mould	Reviewed Policy
5	05/03/2018	Ellen Mould	Reviewed Policy
6	28/01/2019	Ellen Mould	Reviewed policy
7	18/03/2020	Ellen Mould	Reviewed and checked
8	25/03/2021	Ellen Mould	Policy reviewed and ratified with team.
9	08/08/2022	Ellen Mould	Policy reviewed and ratified with team.