

Complaints Handling Policy

Introduction

At BARBRI Altior we are committed to providing a high-level service our clients. If you are unhappy with something, please inform us immediately as this will help us improve our standards and prevent issues recurring. We endeavour to resolve complaints promptly, fairly, and effectively.

Informal Complaints

In most instances, the issue should be resolved by discussing it with the person involved or raising the matter with the trainer/assessor, Programme Leader, or another member of BARBRI Altior staff.

Formal Complaints

1. If the matter is not resolved informally or the issue is of a serious nature, you should put your complaint in writing as soon as is reasonably possible. It is much more likely that the matter will be resolved satisfactorily if raised at an early stage.
2. Written complaints should be addressed to Jody Tranter, Head of BARBRI Altior, BARBRI Altior, Upper Ground Floor, 7-8 Park Place, Cardiff, CF10 3DP.
3. We will normally send you a letter acknowledging receipt of the complaint within five working days of receipt explaining how it will be handled. We will also record it in our central register. We will let you know the name of the person who will be dealing with the complaint. We may also ask you to confirm or explain the details set out in your letter or otherwise ask for more information.
4. Once we are satisfied that we have sufficient information, we will begin investigating the complaint. We will notify you of the steps we intend to take as part of the investigation and give you an indication of the date by which we anticipate being able to provide an initial response and subsequent substantive response.
5. Once our investigation is complete, we will write to you explaining the results of our investigation indicating what action (if any) we propose to take.
6. At any time during the process and/or if you are unsatisfied with the outcome of our investigation, you may contact the relevant regulatory body and ask them to investigate the matter. BARBRI Altior will co-operate fully with the regulator's investigation and (subject to any right of appeal it may have) abide by its decision.
7. On an annual basis, we will review details of any complaints that have been logged in our complaints register. The results of these complaints will be fed into our quality assurance activities to ensure that the issues in question do not recur.
8. Details of all complaints will be made available to the relevant regulatory body on request but will otherwise be included in any annual reports.