

Intec Business Colleges – Complaint Policy and Procedure

Intec Business Colleges are committed to providing the highest standard of service. We welcome all feedback from learners and employers including compliments, complaints and any issues affecting service delivery. Should you experience issues affecting service then we will seek to address these as quickly as possible. We aim to ensure that:

- Making a complaint is as easy as possible for you.
- Complaints are treated seriously regardless of how they are received.
- A complaint is dealt with promptly, politely and, where appropriate by telephone.
- We respond with a full explanation and information on any action taken.
- All complaints are treated with the level of discretion and sensitivity they deserve.
- We learn from complaints by establishing the root cause and take any appropriate action to improve our service and your experience going forward.

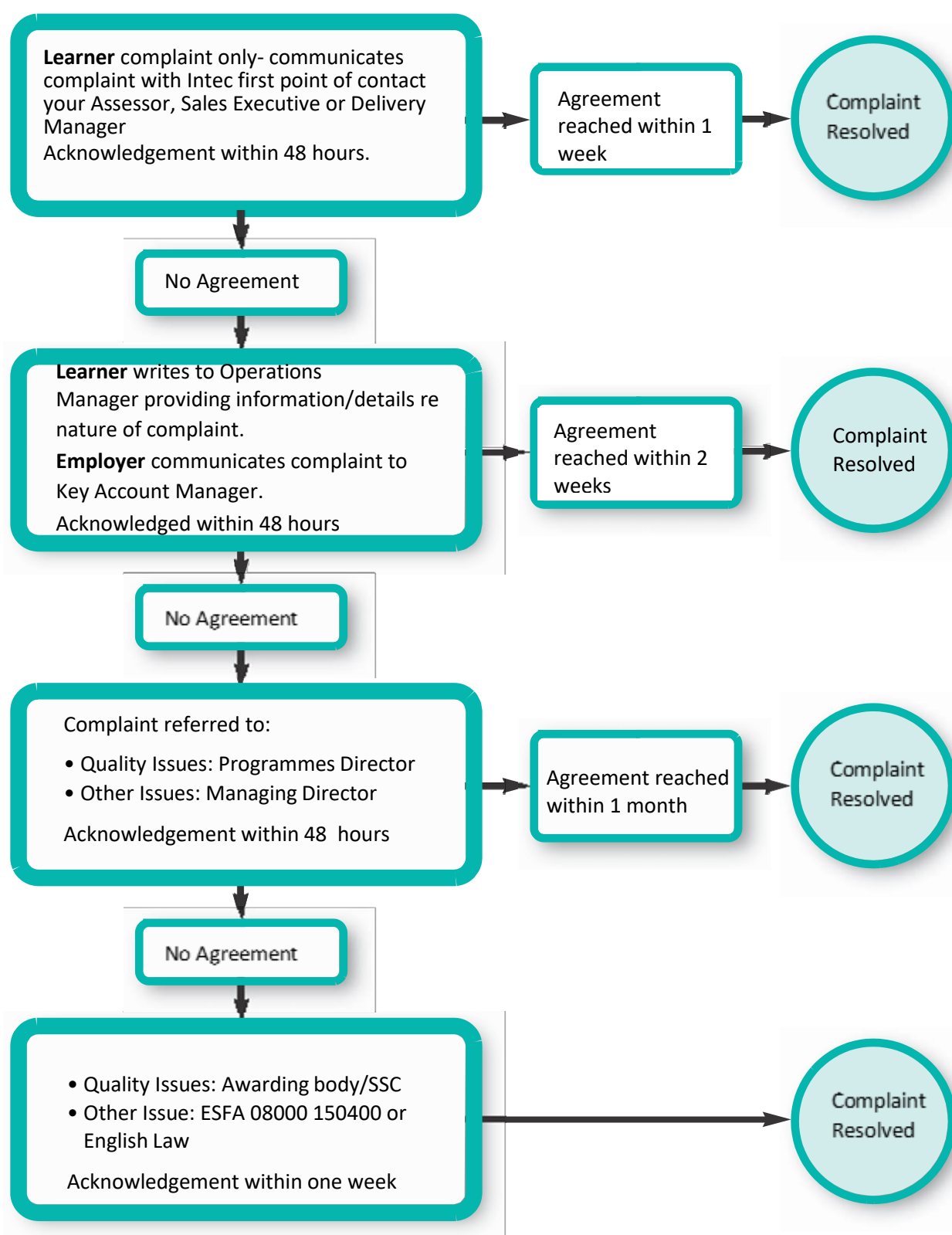
Detailed below is Intec's procedure for dealing with complaints from learners and employers. In the first instance please speak to your Tutor/Assessor or local Delivery Manager with any issues & feedback. Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor/Delivery Manager, then please make contact via one of the following options:

E-mail: Intec@getoncourse.net

Call: 01788 575090.

Write to: Old School, Pennington Court, Rugby, CV21 2BB

Your contact will be acknowledged within 48 hours.



If you remain unsatisfied with the outcome you may then raise your complaint to the relevant qualification regulator. Intec Business Colleges will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.