



Policies & Procedures

Complaints

Policy Updated: 4/3/2024



COPA is the
trading name of
North Wales
Training.

Complaints Policy

COPA aims to provide all its customers- both internal and external with a high standard of service.

A formal complaint is an expression of dissatisfaction and is taken very seriously by COPA. All formal complaints will be responded to efficiently and with courtesy and fairness.

COPA will ensure that:

- A full and fair investigation takes place.
- All complaints are investigated within 10 working days.
- If the complaint is complex and takes longer than the recommended timescale to resolve, customers will be kept informed of progress until the point of resolution.
- When a complaint is received confidentiality will be applied.
- The complaint records will be used by the Leadership team to improve services where appropriate.

How we will deal with your complaint:

Stage 1	Detail in writing the nature of the complaint to the appropriate person who may be your Adviser, Business Coach, Line Manager and or Tutor, assessor or contact us via our office email hello@copatraining.co.uk
Stage 2	Your complaint will be investigated by an appropriate member of staff who will advise you of the outcome in writing within 10 working days.
Stage 3	If you are unsatisfied with the outcome of stage 2, you must contact us immediately (at most within 5 working days) and request that your complaint be escalated to a member of the senior management team who review the case and will be in contact within a further 10 working days.
Stage 4	You will be informed of the outcome in writing If after stage 4 you are still not satisfied with the outcome, we will advise you of any third parties that you can pursue further

The Quality Manager and Head of Quality and Safeguarding will regularly report complaints, responses and actions taken to prevent re-occurrences, this may include staff training or changes to policies and procedures to the Managing Director, Senior Managers and Line Managers.