



COMPLAINTS AND GRIEVANCE PROCEDURES (CGP -05)

CHANGE HISTORY

Revision	Chapter	Description of Change	Date
3	N/A	Update of Handbook	30/07/2019
4	N/A	Update of Handbook	30/09/2020
5	N/A	Update of Handbook	30/09/2021

EIMF aims to provide every learner with an excellent learning and customer service experience. However, we appreciate that occasionally, something may go wrong. If you have a complaint, please tell us and we will make every effort to resolve the problem.

What should I do if I have a complaint?

- If you are unhappy with any aspect of your learning or the way you have been treated at your learning centre, please speak to your tutor/assessor in the first instance. Your tutor/assessor will deal with the problem immediately if at all possible.
- If your complaint involves your tutor/assessor, please speak to the Sector IQA. Take a fellow learner with you if you wish.
- If the issue cannot be resolved immediately, the IQA will refer your complaint to the Group Training Director who will respond to you within 10 working days.
- If your complaint involves your IQA, please ask your tutor/assessor for the contact details of the Group Training Director and make your complaint directly to them.
- If you are unhappy with the response from the EIMF Training Director and feel that the issue has not been satisfactorily resolved, then your complaint will be referred to the EIMF General Manager, who will respond within 7 working days

If you are still unhappy with the result of your complaint:

You may make a formal complaint to the EIMF

It is our aim to ensure that all Learners are fully satisfied with their learning programme and all aspects of their experience at EIMF learning centres.

We will make every effort to resolve any problems within 10 working days.