



complaints handling policy and procedure

Armada Training Solutions Ltd. (Armada) is committed to providing training services of the highest quality to all of our clients.

If we fall short, we want to know about it. We will deal with complaints received promptly and efficiently. Our aim is to:

- Address the specific issues raised.
- Ensure that any shortcomings identified are addressed in order to maintain the highest professional standards moving forward.

To these ends, Armada has developed this complaints handling policy and procedure.

Making a complaint

In the event that you wish to make a complaint about training you have received, or anything else relating to your dealings with Armada, please:

- email full details of your complaint to training@armada.co.uk, or
- write to us at our HQ address, available at www.armada.co.uk/contact-us.

What happens next?

Upon receipt of a complaint, it will be acknowledged within one working day.

All complaints are handled personally by a Director of Armada, and are investigated thoroughly. All people involved in the issues raised are consulted, including but not limited to the relevant trainer(s), where applicable.

A detailed written response to the complaint will be sent to the complainee. We aim to provide this within two working weeks. The response will include:

- An explanation of our findings.
- Confirmation of our final position regarding the complaint.
- Confirmation of the steps we propose to both resolve any issues identified and ensure any such issues do not occur again.

This policy has been endorsed by Armada's management team.

Steven Smith, Managing Director
1 August 2022