

Complaints Procedure

Get Licensed Limited takes all complaints extremely serious. Should you wish to express your dissatisfaction concerning our company's products, services or employee's. The following action should be taken.

The trainer of the course should be alerted at the earliest opportunity. Our employee's are trained to deal with certain problems and will rectify any problems or seek further guidance as soon as it is drawn to their attention.

Should you be dissatisfied with the outcome or feel the complaint is about that particular member of staff you should follow the following procedure:

Get Licensed Limited contact details are found on course material and you have the right to contact the company and speak to the training manager if you feel dissatisfied. If the training manager is unavailable then you should ask to speak to the managing director regarding a complaint.

You have the right to submit a complaint by either email to complaints@get-licensed.co.uk or in writing to *Get Licensed, Exchange House, Midsummer Boulevard, Milton Keynes, MK9 2EA*. In all cases as much information should be given about the complaint and include your recommendations. Please remember to give us full details of where the reply should be sent too.

All complaints will be acknowledged by the relevant means as soon as they have been received.

Get Licensed Limited shall then conduct a full investigation impartially and thoroughly. A written report will be made after the investigation on its finding's and remedial action. This shall be sent to you within 10 days.

Should you still feel dissatisfied with the outcome you have the right to contact the awarding body to make a more formal complaint against the training provider.

These details are made available from our office staff and course trainer.

All complaints are held on file to assist staff training and future appraisals.