

## Complaints' Procedure

In the event that a learner (or the learner's employer) wishes to make a complaint about something, they are entitled to do so using the procedure prescribed below. The aim is to resolve the issue on the day it has been raised or as soon as is reasonably practical.

- The learner should raise any problems/issues with the lead tutor / tutor as soon as is reasonable practicable and attempt to resolve the issue at the earliest opportunity.
- The learner can use the end-of-course evaluation form to raise any issues as necessary. All negative comments will be considered by Food and Farming Compliance.
- For complaints of a more significant nature, the learner or the learner's employer should put the matter in writing. Please use the online form at <http://foodandfarming.co.uk/contact> Alternatively email [training@foodandfarming.co.uk](mailto:training@foodandfarming.co.uk) This complaint will be acknowledged within three working days.
- An investigation involving at least two directors will take place at the earliest opportunity. Appropriate action will be taken and records of this investigation will be kept. Communication of this action will be made to the complainant where appropriate.
- The decision reached by the directors will be final.