

COMPLAINTS POLICY & PROCEDURE



Introduction

It is the Company's Policy to encourage free communication between all of our learners, customers, trainers, Managers and Directors to ensure that any problems or questions regarding our service can be addressed and resolved quickly. Three Dimensional Training Limited (3DT) welcomes complaints and comments from all employers and learners accessing any form of training or following any other form of contact with any employee or Director.

3DT is committed to undertaking a full investigation of any incident in a fair and objective manner and will take appropriate action following completion of an investigation into any event or the actions of any individual.

The complaints procedure covers complaints made by any person about any matter connected with the provision of training services by 3DT. The aims of this procedure are to settle any complaint a person may have relating to the training, the tutor or the training facilities.

Appeals against the final assessment of the learners' training are dealt with separately and are covered by the Appeals Policy.

Policy Access

3DT's Complaints policy is available to all learners and Employers online at www.3dtraining.uk.com/policies

Employers are informed of 3DT's complaints policy and where to find it through various employer engagement opportunities.

All learners are made aware of 3DT's complaints policy at Induction and where to find it.

Is it also available via hard copy at 3DT's trainings centres, learners can request an electronic hard copy from Tutors or a member of the management team.

Should you make a Complaint?

If you are unhappy with the service you have received you are entitled to make a complaint, have it considered, and receive a response from 3DT.

Who can Complain?

A complaint can be made by any person affected or likely to be affected by the actions or decisions of 3DT. A complaint can also be made by someone acting on behalf of the person, with their consent.

Grounds for Complaint

Individuals might complain on a number of grounds including, for example:

- The conduct of the tutor or other employee.

- The quality of the training material.
- A dispute in result or assessment of work
- The quality of the training facilities.

What is the time limit for making a complaint?

If you wish to make a complaint you should normally do this as soon as possible and not later than one month after the event(s) concerned or within one month of becoming aware that you have something to complain about. All complaints will be dealt with as quickly and efficiently as possible.

The length of the period will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. However, the intention is that all complaints should be settled within a period which is reasonable in all the circumstances.

To Whom Should I Complain Initially?

Your complaint should be made in the first instance to the tutor/ employee providing the service with the aim of resolving complaints quickly and as close to the source of the complaint as possible, using the most appropriate means; for example, use of mentoring.

The tutor may be able to resolve your concerns without the need to make a more formal complaint. You should receive a response from 3DT within 10 working days. Your complaint will be dealt with under the following principles:

- Natural justice.
- Fairness.
- Independence.
- Objectivity.
- Equal Opportunities.
- Consideration of special needs.

Dissemination of the Complaints Procedure

The Complaints Procedure shall be:

- Discussed on training courses.
- Available on the 3DT website at the following link [www.3dtraining.uk.com /policies](http://www.3dtraining.uk.com/policies)
- The web link will be given to every candidate as part of the induction process

Assessment, Examination Decision Appeals

If you are appealing an assessment or EPA decision, please initially refer to 3D Training's Learner Assessment and EPA Appeals Policy in the first instance.

Complaints Procedure Stage 1

The Stage 1 procedure has three stages:

- Informal.
- Formal 1 – Manager.
- Formal 2 - Panel.

Informal

Learners who wish to raise issues about the conduct of tutors and supervisors may request an informal meeting with the Team Manager Gemma Cretney. The purpose of the meeting is to enable the learner to talk through and clarify any issues they have concerning assessment; a record will be kept of such meetings. The meeting should be requested within two weeks of the event occurring.

Formal 1

If this meeting fails to resolve the matter to the satisfaction of the learner then a Director will conduct a meeting with the Tutor or staff member in question to explore the substance of the learner's complaint.

A record will be kept of action and timescale agreed and this will be reported back to the learner within three working days. If subsequent action fails to resolve the matter, within the timescale, then the learner has the right to initiate the second stage of the formal complaint.

Formal 2

If a learner wishes to complain, the complaint is lodged in writing with a 3DT Director, within ten days of the previous stage of the procedure being completed or expiry of agreed informal action timescale. The Director:

- Formally acknowledges receipt of the complaint.
- Sets a date for the complaint to be considered by a complaint panel.
- Notifies the external verifier that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaint panel.

We would request that you substantiate any complaints or allegations with as much written factual evidence as you can. It might be that we contact you for further information if required in order to investigate any complaint raised, please ensure you enclose contact details. This will assist in reaching a speedy conclusion to the complaint.

The complaint panel meets to consider the complaint within 28 working days of the date of receipt of the complaint form.

Depending on the availability of the Tutor Manager and Director, the person dealing with the complaint may differ to ensure that it is dealt with in a timely manner.

Complaints Panel

The panel shall be small and formed so as to be objective and independent and will normally consist of:

- Team Manager
- A Tutor for the relevant award.
- An Internal Quality Assurer.

The panel will ensure that:

- It will ensure that it has full accounts from all parties involved. The Internal Quality Assurer will support the learner in the preparation of the written report/account of the issue/complaint.
- It will not have, as members, anyone involved in the complaint.
- It will inform the learner that they have the right to be accompanied by a friend.

Outcome

The outcome of the complaint shall also be recorded, together with reasons for that decision, with the outcome falling into one of the following categories:

- Complaint resolved informally.
- Complaint dismissed.
- Complaint to be dealt with under another procedure.
- Complaint upheld and the appropriate action deemed to be one of:
 1. Counselling.
 2. Training.
 3. General supervision.
 4. Other management action.

Appeals

If you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

Should you address your complaint to the awarding body and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. A representative of the Awarding Body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If a learner considers that the above procedure has not been carried out in the proper manner, they can lodge a complaint with the appropriate Awarding Body or by the Education and Skills Funding Agency.

The complaints process will be monitored as part of the quality control mechanism.

Extended Review

Where the outcome of an appeal questions the validity of other results, 3DT will take action to protect the interests of other learners and the integrity of the qualification. This may include further review of learners' work. This extended review by 3DT may, if necessary, be undertaken without consulting the Candidate or obtaining the learner's consent.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and 3DT maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

For safeguarding complaints/concerns about a member of staff

Further details regarding safeguarding complaints against staff are explained in our Safeguarding and Special Considerations Policy.

Any complaint received regarding a member of staff in relation to safeguarding is to be passed to the Safeguarding Lead, Gemma Cretney, for investigation who will liaise with the Local Authority Designated Officer.

The Director will be informed of the investigation. Dependent on the outcome, they may follow the capability or disciplinary procedures once the complaint has been satisfied with the Local Authority Designated Officer.

Process for general complaints/concerns about staff

Any other form of complaint lodged about a member of staff must be passed to the Team Manager.

The Team Manager will work with the Director to determine the best course of action to provide a satisfactory outcome for all.

Further details of this process and accompanying appeals process can be found in the capability, disciplinary and grievance policies.

Contacts

Gemma Cretney - Team Manager: gemma.cretney@3dtraining.uk.com

Gill Abbotts – Director: gill.abbotts@3dtraining.uk.com

Comments@3dtraining.uk.com

Alternatively, please complete your hard copy and post to relevant person at the following address;

Three Dimensional Training
32 Woodside Business Park
Shore Road,
Birkenhead
CH41 1EL

ILM Complaints: <https://www.i-l-m.com/working-with-ilm/contact-us>

Highfield Complaints: file:///C:/Users/Gill/Downloads/habc_complaints_procedure.pdf

Gateway Complaints: [Complaints-Policy-and-Procedure.pdf](#)

CITB Complaints: [Complaints policy - CITB](#)

NCFE Complaints:

<https://www.ncfe.org.uk/qualifications/customer-support/contact-us/making-a-complaint/>

Education and Skills Funding Agency Complaints:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

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