

Complaints Procedure

A complaint is an expression of dissatisfaction concerning ANTA Education Ltd product or service. ANTA Education Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the company director via one of the

following options:

Call: 07714023500

E-mail: info@antaeducation.co.uk

Write to: Craig Howard, ANTA Education Ltd, 5 Noram House, Victoria Road, Shifnal, TF11 8AF

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.
- ANTA Education Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully.
- The Management team will investigate your complaint and respond to you within 4 weeks.

This will be the final route of escalation within our company.

Therefore, 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.

The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website:

www.highfieldabc.com.

Alternatively, please speak to the HABC team on 0845 2260350.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator.

Either a representative of ANTA Education Ltd or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the

Managing Director directly on 07714023500 or email info@antaeducation.co.uk