

Complaints & Appeals Procedure

Complaints procedure

Our aim at Jenflow Systems Ltd is to provide an easily accessible complaints procedure for our trainees which is transparent, fair and equitable which seeks to resolve all complaints.

The complainant should directly contact Jenflow Systems Ltd human resources department by emailing admin@jenflow.co.uk .

Contents of the complaint should include:

- Complainants Name
- Complainants Address
- Nature of the complaint (Factual summary of issue, who the issue is concerning, any preferable resolution for the complaint)
- Course Date and Type the complaint concerns

If the complaint involves any aspect of the training or a training member the human resources team will aim rectify the issue in a time efficient manner. A complaint regarding the training course or a trainer needs to be made within 30day of completing a training course.

Complaints will be acknowledged within 7 working days.

Upon receipt of the complaint, Jenflow Systems Ltd will decide the best course of action to resolve the issue.

Appeals Procedure

Our aim at Jenflow Systems Ltd is to provide a clear appeal process to our trainees. An appeal is where a candidate disagrees with the result of our training or assessment course. An appeal can also constitute the disagreement with the assessment result.

In the first instance of an appeal, our objective is to assist the trainee and Jenflow Systems Ltd reach a clear understanding as to the why the decisions were made regarding the training or assessment outcome. Therefore, trainees should first contact Jenflow Systems human resources department by emailing admin@jenflow.co.uk .

If the trainee is unable to resolve their concern regarding their training result, then they should lodge a formal appeal with Jenflow Systems Ltd within 30 days of the final date of their course finishing.

The trainee should formally submit the following information:

- Trainees Name
- Trainees Address
- Full details of the assessment including dates, where the training was conducted and who the training was run by.

- The nature of the appeal
- Any supporting documentation relating to the assessment
- What the trainee would consider a sufficient resolution for the appeal.

Appeals will be acknowledged by Jenflow Systems Ltd within 7 working days. Jenflow Systems Ltd will then investigate the appeal.

Whether the appeal is upheld or not, our response to the trainee will describe the action taken to investigate the appeal, any conclusions that were reached and any action taken as a result of the appeal.