



Complaints Policy

Version 1 | Effective from 24/08/2026 | Review due 24/08/2027

1. Purpose

A complaint is an expression of dissatisfaction concerning Wise Training Ltd's product or service. Wise Training Ltd takes all complaints extremely seriously and all staff are trained to rectify any problem as soon as it is brought to their attention, and are committed to doing this to the best of their ability.

It is recognised that a customer whose complaint is 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, you bring this to our attention as soon as possible by speaking to your course tutor in the first instance.

2. How to Make a Complaint

Should speaking to your tutor fail to provide a satisfactory resolution, or if you feel it is inappropriate to raise the matter with the tutor, contact the Head of Centre as soon as possible and normally within 14 calendar days of the event or service issue. You can:

- Call: 07934 476861
- Email: Umar.bhatti3@icloud.com
- Post: Regus, Lock House, Castle Meadow Road Nottingham NG2 1AG

When you contact us, please give us your full name, contact details, and 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.
- Copies of any papers or letters relating to the complaint.

3. Timescales

Wise Training Ltd asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 5 working days. The Head of Centre will then investigate your complaint and respond to you within 10 working days.



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4. Escalation Routes.

4.1 Independent Internal Review

If you remain unhappy after the Head of Centre has investigated your complaint, you may request an independent review by Wise Training Ltd's nominated Independent Complaints and Appeals Reviewer. Send the request using the centre contact details above, clearly marked 'Confidential - Independent Review', explaining why you remain dissatisfied and including any further evidence. The reviewer will not have been involved in the original matter or decision and will respond within 10 working days.

4.2 Highfield Qualifications

Every tutor, assessor and invigilator must complete a recorded equality, diversity and reasonable-adjustments briefing before undertaking duties for Wise Training Ltd. The briefing covers the protected characteristics, inclusive conduct, reasonable adjustments, and how to recognise, challenge and report discriminatory behaviour. The Director maintains completion records and refreshes the briefing when requirements change.

This is 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 relating to your course and achieving your qualification, please contact the awarding organisation directly:

- Highfield Qualifications: www.highfieldqualifications.com | 01302 363277
A representative of Wise Training Ltd or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

4.3 Qualification Regulator

- Ofqual, for RQF qualifications delivered anywhere in England.



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4.4 Publicly Funded Qualifications in Scotland

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint, and have exhausted the procedures of Wise Training Ltd, Highfield Qualifications and the relevant qualification regulator, you have one final route of complaint: the Scottish Public Services Ombudsman (SPSO), details of which can be found at www.spsso.org.uk.

Version	Revision Date	Author	Summary of Changes
01	24/08/2026	Umar Bhatti	First issue for the Highfield centre approval application.