# ELITE TOP GUARDS

## Security | Training

# COMPLAINTS PROCEDURE

We strive to conduct all our activities according to the law, best practice, fairness, transparency and understanding for our diverse stakeholders, clients and learners. We would wish there was no complaints. But it is inevitable situations will arise when our clients, learners and those whom we interact with, we will find it necessary to raiser complaints.

Anybody who has a complaint is advised to proceed as follows:

- Report the details of the complaint to a member of staff.
- Member of staff will obtain full details of the basis of complaints and discuss the aggrieved party with a view to finding a solution acceptable to the complaint
- If the matter is not resolved the member of the staff presents a written summary of the basis of the complaint the steps they took in trying to solve the matter and hands the matter to the most senior member of staff available for a resolution.
- In the event of the aggrieved party is still unhappy the senior member of staff submits a report to a committee under the chairmanship to lead tutor or head of centre who will hear the matter and their decision is final.

If the basis of the complaint includes commission of an offence under any law, allegations of malpractice or disputes about testing, appropriate resource under the law, our policies and procedures and guidelines of awarding bodies will take procedures.

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