



Feedback and Complaints Procedure

This document sets out PT Academy's feedback and complaint's procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from PT Academy.

This policy is not to be used to cover enquiries about services offered by PT Academy or appeals in relation to assessment decisions made PT Academy. These areas are covered by our Appeals Procedure. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

PT Academy is committed to providing a high quality service to all customers. Please refer to the Customer Service Statement for our specific aims.

Feedback:

Feedback is encouraged and dealt with positively. We welcome constructive comments and suggestions. Your ideas will be listened to and given careful consideration. Feedback will remain confidential.

Should you wish to feedback to us, please email us on info@ptacademy.com or alternatively write to us at:

PT Academy
92 Broad Street
Birmingham
B15 1AU

Complaints:

- It is important that you let us know if you are not satisfied with anything. You are entitled to make a complaint, express dissatisfaction or injustice about any aspect of the service we provide. We aim to deal with complaints as quickly as possible, in many cases immediately and without entering into a formal procedure.
- **Stage 1:** All staff are trained to support our customers and are all keen to help. Please try to sort out any problem at the earliest opportunity by speaking to the person who dealt with your problem initially.
- **Stage 2:** If they cannot help, you wish to speak to someone else, or you are not satisfied with the outcome of an informal complaint, please email details to our feedback team (contact details above). You will receive a response within 10-14 working days. If the nature of the complaint requires an investigation, then you will receive regular updates if deadlines are not met.



- If you have fully exhausted the process and are still unhappy with the outcome, then you can contact the awarding body directly if you feel there was a significant breach by PT Academy. Contact details can be found on the awarding body's website.
- You can be assured that any financial or personal details will be treated confidentially, and details of the complaint shared with those concerned on a need to know basis. However, if you wish to remain anonymous, please inform us of your wish not to divulge your identity.
- By making a complaint you will not be treated adversely or be subject to discrimination or retribution.

Learners Please Note:

- PT Academy reserves the right to change the assessors at any time. This will not affect your learner rights, or give you any reason to discontinue, cancel or default on payments.
- Assessors are not designated tutors and should not be relied upon or held responsible for your learning.
- Meetings with your assessor can be made by mutual agreement of both the learner and the assessor. A gym may only be required for appropriate practice and examination conditions that meet the requirements of the awarding organisation.
- If you do not receive contact from your tutor within 5 working days, please contact the feedback department (contact details above). This does not affect your cancellation rights.
- You may be required to travel to meet the assessor, at the cost to the learner. It may not always be possible to have an assigned assessor in the immediate vicinity of every learner; however, we will always try to source the closest possible mentor.
- You are not always required to meet your mentor face to face. Communication can be made using multiple formats.