

## Delegate Complaints and Resolution Process

### Creative Consulting and Training Ltd

*Last updated: November 21, 2025*

#### 1. Purpose

Creative Consulting and Training Ltd ("Creative", "we", "our", or "us") is committed to delivering high-quality training experiences. This Complaints and Resolution Process outlines how delegates can raise concerns and how we will respond promptly, fairly, and transparently.

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#### 2. Scope

This process applies to:

- All delegates enrolled in public, virtual, in-house, or online/e-learning training courses
  - All complaints related to our services, including course delivery, trainers, materials, administration, examinations, and communication
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#### 3. Guiding Principles

- **Respect:** All complaints will be treated seriously, professionally, and with respect
  - **Fairness:** We investigate each complaint objectively and without bias
  - **Confidentiality:** Complaint information will be handled sensitively and only shared with those directly involved
  - **Timeliness:** We aim to resolve complaints quickly, keeping you informed throughout the process
  - **Continuous improvement:** Feedback and complaints are used to improve our services
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#### 4. How to Make a Complaint

We encourage delegates to raise concerns as soon as possible, ideally before, during or immediately after the training course.

### Step 1: Informal Resolution

If you feel comfortable, raise your concern directly with the trainer or a member of the Creative team before, during or after the course. Many issues can be resolved quickly and informally.

### Step 2: Formal Complaint

If the issue is not resolved informally or is of a serious nature, you may submit a formal complaint in writing.

Please include:

- Your full name and contact details
- Course name and date
- Description of the issue, including any relevant details
- What outcome or resolution you are seeking

Submit your written complaint to:  
**info@trainingcreatively.com**

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## 5. Complaint Handling Process

Once your complaint is received:

Action	Timeframe
Acknowledge receipt via email	Within 2 working days
Investigate the complaint	Within 5–10 working days
Provide written response/outcome	Within 15 working days total

In some cases, further investigation may be required. If so, we will keep you informed and provide a revised timeframe.

## **6. Outcomes and Resolutions**

Depending on the nature of the complaint, possible outcomes may include:

- Apology and explanation
- Corrective actions or service recovery
- Refunds or course rescheduling (as per our Refund Policy)
- Process changes or staff retraining

All outcomes will be communicated in writing. If you are not satisfied with the resolution, you may request a review by a senior member of the management team.

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## **7. Escalation**

If after a review you are still dissatisfied, we will advise you of any applicable external escalation options, such as:

- The awarding or accreditation body (e.g., ISACA, APMG, BCS, PEOPLECERT)
  - Relevant regulatory or professional bodies, depending on the course or context
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## **8. Record-Keeping**

All complaints and their outcomes are recorded and retained securely for audit and quality improvement purposes. Personal data will be handled in line with our [Data Protection Policy].

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## **9. Policy Review**

This process is reviewed annually or following significant changes to our service delivery or regulatory requirements.

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## **10. Contact Us**

For complaints, queries, or support with this process, please contact:

**Creative Consulting and Training Ltd**

Email: [info@trainingcreatively.com](mailto:info@trainingcreatively.com)

Phone: 0208 500 4534

Website: [www.trainingcreatively.com](http://www.trainingcreatively.com)