



Treeevolution Scotland

Complaints Policy



Context

- 1 This policy relates to the provision of training courses by Treeevolution Scotland. All candidates currently complete a Lantra evaluation form at the end of the course which is reviewed by Treeevolution Scotland. Should feedback on this form constitute a personal complaint, this will be recorded and dealt with as a complaint in line with this policy.

Early Resolution

- 2 Treeevolution Scotland believes that resolving a complaint at the earliest opportunity and directly with the person about whom the complaint is made is the most effective way of resolving complaints and candidates are encouraged to raise their complaint directly with the instructor in the first instance.

We recognise that this is not always possible for a variety of reasons and the procedure for raising a complaint is detailed below.

Procedure

3.1 Raising a complaint

Candidates may raise a complaint in the following ways:

- A written complaint by email or by post
- A verbal complaint to an instructor or other employee of Treeevolution Scotland
- On an evaluation form

Complaints by email should be sent to office@treeevolutionscotland.co.uk. Complaints in writing should be made to the Training Manager, Treeevolution Scotland, Niddry Mains Farm, Winchburgh EH52 6QW.

3.2 Procedures on receiving a complaint

Treeevolution Scotland will record any complaint and an acknowledgement will be sent to the complainant within 5 working days. Treeevolution Scotland will aim to manage the complaint within 10 working days. The complaint will be dealt with by the Training Manager in the first instance. The complaint will be investigated and a written record of this investigation will be held.

If the complaint concerns a City and Guilds NPTC assessment outcome, the candidate should refer to the City and Guilds assessment schedule which outlines the City and Guilds NPTC complaints procedure. If a decision is regarding reasonable adjustments and other special considerations, this will be considered as an appeal rather than a complaint and the complainant will be referred to the appeals policy.

3.3 Feedback to complainant

The Training Manager will feedback to the complainant in writing the outcome of their investigation within 10 working days.

If the complaint is not upheld, the complainant will be informed of their right to take their complaint to Lantra as the training organisation, City & Guilds as the assessment body or to the Scottish Ombudsman and details of this will be included in the response to the complainant.

If the complaint is upheld, Treeevolution Scotland will consider any further implications to their business delivery.

Feedback and Compliments

- 4 Feedback and compliments are reviewed through the Lantra candidate evaluation form and the Treevolution Scotland post course evaluation form. These are analysed and quarterly reports on performance form part of the Treevolution Scotland's internal quality assurance process.

Review of policy

- 5 This policy will be reviewed every 2 years.