



Complaints Policy

We are committed to providing a high quality training experience to all our students. When something goes wrong, we need you to tell us about it.

We take any complaint very seriously and welcome the opportunity to improve our standards and to put things right, if we haven't met our usual high standards.

Should you have a problem or a complaint you should, in the first instance, speak to your tutor. If this is not possible or you feel that your complaint has not been dealt with sufficiently then you should raise the complaint with our Quality Manager, Matthew Amos: qualitymanager@southerntechtraining.co.uk

In the unlikely event that the Quality Manager is unable to settle your complaint, you should contact the Centre Co-ordinator, Chris Simmonds: coordinator@southerntechtraining.co.uk and he will be able to give you the contact details of the appropriate body.