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Approved	MD

## COMPLAINTS POLICY & PROCEDURE

### Purpose

A complaint is an expression of dissatisfaction concerning any Silverback Security Academy Limited (Silverback) product or service. Silverback takes all complaints extremely seriously and all staff are trained and committed to acknowledging and rectifying any problem or issues as soon as they are raised.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. It is important therefore that if you are dissatisfied with the service you have received, that you make Silverback aware as soon as possible by speaking to your course tutor/assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel that it is inappropriate to address your complaint to the tutor/assessor, then please contact the Quality Assurance Manager via one of the following options:

- Telephone: 07803 753675
- Email: [anne@silverbacksecurityacademy.com](mailto:anne@silverbacksecurityacademy.com)
- Mail: Ms A Matthews, Silverback Security Academy Ltd, Company Number: 10292758. 31 Thornfields, Thorngumbald, Hull, HU12 9UH

When contacting Silverback please ensure that you provide your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter, relevant dates and times, if known)
- Any names of individuals with whom you have had contact so far

Silverback requests that you raise your complaint as soon as possible after the event in order that it should be investigated appropriately and satisfactorily.

Receipt of appeal will be made within three (3) working days. The Quality Assurance Manager will investigate your complaint and learners will be notified of the outcome of an appeal within 28 days.

### **Appealing after an initial complaint has been investigated**

In the unlikely event that you remain dissatisfied after your complaint has been investigated and a decision reached, then you may escalate your complaint to Silverback's Managing Director (MD). Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The MD will investigate in full and respond to you within 28 working days. The MD can be contacted on:

- Telephone: 07989 987538
- E-mail: [carl@silverbacksecurityacademy.com](mailto:carl@silverbacksecurityacademy.com)

This will be the final route of escalation within the Silverback company. If you remain unhappy after following Silverback's internal complaints procedure and your complaint refers to services you have received relating to your course and your qualification, then please contact the Awarding Organisation directly.

The Awarding Organisation contact details are available on the website.

Should you address your complaint to the Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Silverback or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Quality Assurance Manager, directly:

- Telephone: 07803 753675
- Email: [anne@silverbacksecurityacademy.com](mailto:anne@silverbacksecurityacademy.com)
- Mail: Ms A Matthews, Silverback Security Academy Ltd, 31 Thornfields, Thorngumbald, Hull, HU12 9UH