



Training Services Complaints Procedure

A complaint is an expression of dissatisfaction concerning Food Integrity Ethos Ltd's product or service. Food Integrity Ethos Ltd takes all complaints extremely seriously and all staff are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your course tutor in the first instance.

Should this fail to provide you with a satisfactory resolution or you feel it is inappropriate to address your complaint with the tutor then please contact the Founding Consultant via one of the following options:

Call: 07789 227920

Email: Kevin@foodintegrityethos.com

Write to: Kevin Tetley, Food Integrity Ethos Ltd, 71-75 Shelton Street, Covent Garden, London WC2H 9JQ

When you contact us, please give us your full name, contact details, and a daytime telephone number, along with:

- A full description of your complaint (including the subject matter and dates and times, if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the complaint

Food Integrity Ethos Ltd asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 2 working days.

The Founding Consultant will then investigate your complaint and respond to you within 5 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification, then please contact the awarding organisation directly.

The awarding organisation is Highfield Qualifications and their complaints policy can be located on their website:

<https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of Food Integrity Ethos Ltd or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.



The following list of qualification regulators are provided as additional guidance:

- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in Wales
- CCEA Regulation is responsible for regulated qualifications in Northern Ireland
- SQA Accreditation for SCQF Provision
- OFQUAL for RQF qualifications delivered anywhere else

Approved by

Kevin Tetley
Founding Consultant

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