Jovin S T Ltd takes all complaints extremely seriously.

Should you wish to express your dissatisfaction concerning our products, services or employee, the following actions should be taken: -

**Complaint Process**

• The trainer of the course should be alerted at the earliest opportunity.

• Our employees are trained to deal with certain problems and will rectify any problems or seek further guidance as soon as it is drawn to their attention.

• Should you be dissatisfied with the outcome at this stage OR if the complaint is about that particular member of staff you should proceed with the following steps.

• Jovin S T Ltd contact details are found on all course materials, website, stationery, banners and the introduction at the beginning of each course.

• If either manager is unavailable OR you are still dissatisfied with the outcome of your complaint, then you should ask to speak to the Managing Director regarding your complaint.

• You also have the right to submit a complaint by either email to jovinstltd@gmail.com or in writing to Jovin S T Ltd, 4 – 16 Deptford Bridge, Deptford London SE8 4HH.

**In all cases as much information should be given about the complaint as possible: -**

1. Full name, date and location of course attended.

2. Any supporting evidence in the form of documents or date(s) and time(s) of occurrences.

3. Your desired outcome or resolution of the complaint.

4. Full details of where the reply should be sent too.

**Resolution process**

• All complaints will be acknowledged by the relevant means as soon as they have been received.

• Jovin S T Ltd shall then conduct a full internal investigation impartially and thoroughly.

• A written report will be made after the investigation on its findings and any remedial action. This shall be sent to you within 10 days of your complaint being received.

Should you still feel dissatisfied with the outcome you have the right to contact the awarding body to make a more formal complaint against the Training Provider.

**Please note that any awarding body will not deal with complaints if:**

a. The above internal process has not been satisfied

b. The complaint is regarding something that is not relevant to the awarding body (e.g. no refreshments provided during the course).

All complaints are held on file to assist staff training and future appraisals and

improvements to our services.