



Complaints Procedure

Our commitment to you

At Venus Training & Consultancy each of our clients is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We endeavour to deal with complaints promptly, effectively and in a positive manner.

Your initial complaint should be directed to The Equality & Diversity Working Group at the address below.

Complaints Procedure

We will acknowledge your complaint within 5 working days of receipt of your complaint.

We will investigate your complaint and endeavour to send a final response to you within 3 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

Following an update we will endeavour to send a final response to you within 6 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

If more than 6 weeks from the date of your complaint has past and you have yet to receive a final response, or you are dissatisfied with the response you have received (at any stage of the process) you can appeal to the director, Sarah Lancaster at the address below.

If you are a learner studying with Venus Training & Consultancy please read this procedure in conjunction with the Appeals Procedure you were given at induction.

Address for Complaints and Appeals:

Venus Training & Consultancy Ltd, City Business Park, Somerset Place, Stoke, Plymouth, Devon. PL3 4BB