

Training commitment

Your Rights

As a Learner at a Qualsafe Awards approved training centre you have certain rights.

You have the right to:

High quality training

You can expect the highest standards of quality training from suitably qualified Trainers, regardless of which training centre you have chosen.

Be treated with respect

You will be treated with respect, courtesy and consideration for your dignity, religious and philosophical beliefs.

All staff will treat you politely and pleasantly.

An explanation

If you are not satisfied with the service you receive, we encourage you to tell the Trainer. You have the right to a reasonable explanation.

Make a complaint

If the Trainer is unable to resolve the problem, please see the procedure below.

Complaints procedure

At Qualsafe Awards we adopt a proactive approach to a complaint to the customer's satisfaction. To ensure the best possible outcome, please follow these steps.

1 Contact the Trainer

The first step if you have a complaint is to talk to the Trainer. If necessary, who should try to resolve the problem.

2 Contact the training centre

If you are not satisfied with the outcome, then contact the training centre, who will have their own complaints procedure.


3 Contact Qualsafe Awards

Only after giving the training centre the opportunity to resolve the problem, you ask Qualsafe Awards to investigate.

Please contact us, with full details, at:

Qualsafe Awards, City View, 3 Wapping Lane East, London E2 9EQ

 Tel: 0845 644 3305

 Fax: 0845 900 1333

 Email: info@qualsafeawards.co.uk

