



Just IT Training Complaints Procedure

Just IT Training Ltd is committed to providing a quality service to its customers and abides by the Code of Practice for Personally Funded Training Providers which is managed by the Institute of IT Training (IITT), the professional body for IT training in the UK. However, the company accepts that occasionally we may get it wrong. If that is the case then we ask you to adopt the following procedure, which is that required by the IITT.

- 1) Bring any issue to the immediate attention of any employee of Just IT. Our expectation is that your issue will be resolved immediately or escalated to a member of Just IT who can help.
- 2) If you feel that your issue has not been resolved satisfactorily please write to or email (rorys@justit.co.uk) Rory Smith, Operations Manager at Just IT Training stating the nature of the complaint and giving as much detail as possible. Just IT will acknowledge the complaint within 2 working days of receipt and will conduct an internal investigation. You may be asked to provide more information.
- 3) Whatever the case Just IT will provide an initial response within 5 working days of receipt of the written complaint, accepting that it may take a little longer to fully complete the investigation and provide a final response. Just IT will keep you informed regularly as to progress.
- 4) If upon receipt of Just IT's response you are dissatisfied with the outcome then you are encouraged to escalate your complaint to the IITT. An official complaint form can be obtained from the IITT or from Just IT. The escalation to the IITT must be made within 30 days of your receipt of the response from Just IT.
- 5) Details of the IITT complaints procedure can be found overleaf.

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Institute of IT Training

Complaints Procedure

Introduction

This procedure is administered in conjunction with the IITT Code of Practice for training providers operating in the personally funded training space. It provides a mechanism for making, receiving and examining complaints by clients against providers in respect of any matter covered by the code of practice.

Complaints committee

The executive of the IITT shall establish a three-person committee which will manage the detailed operation of this procedure.

Notification of complaints

- The secretary shall take such steps as are necessary to clarify and define the complaint, at the same time ensuring that the complainant has fully taken up the matter with the training provider before invoking the IITT Complaints Procedure.
- The secretary shall refer the complaint to the provider who shall be required to make written response within fourteen working days setting out a detailed explanation.
- The secretary shall refer the response made by the provider to the client. If the client is not satisfied with the provider's response, the secretary will refer the matter to the Complaints Committee.
- The Complaints Committee shall consider the complaint at its next monthly meeting, requesting further information if required, and shall notify the client and the provider of its findings.
- Either party may, within 30 days of being notified of the findings of the Complaints Committee, appeal to the Chief Executive of the IITT.
- The secretary shall keep the Chief Executive of the IITT informed of all complaints received and actions taken on such complaints and shall also keep the parties involved in a complaint informed at all stages.

Appeals procedure

- The secretary shall submit to the Chief Executive of the IITT all appeals together with all relevant material considered by the Complaints Committee.
- The Chief Executive of the IITT will consider the appeal and will advise the parties of its decision within fourteen working days. The decision of the Chief Executive will be final.

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