

Nurture Training and Development suggestions, compliments & complaints

Our webpage contact form can be found at: www.nurturetraining.org. This provides you with the opportunity to tell us what you think, what you like, any aspect of our provision that you are unhappy about and also an opportunity to make suggestions about where we could improve. We welcome your feedback so that we can maintain or improve outcomes for all our stakeholders. All webpage contact is constantly monitored, so you can be reassured that a response will be made.

All learners will be provided with a feedback questionnaire for completion at the start, mid and end of their qualification. Hard copies of this form can be obtained at any time from the Managing Director by emailing drichards@nurturetraining.org or can be requested from another member of staff by emailing info@nurturetraining.org

Any suggestions will be considered for implementation informed by regulations, policy and legislative guidelines.

Any compliments will be used to ensure the service provided is maintained.

Any complaint will be taken seriously, fully investigated and reported on, within a given timeline.

If you would prefer to verbalise your suggestion, compliment or complaint you can contact a member of the team by calling 01744 334383 who will record your details and inform you of the necessary process. If you are logging a complaint you will need to provide the following information:

- ✓ Your name
- ✓ A description of the complaint
- ✓ Any names and/or dates you've noted if, you have already spoken to someone about this complaint
- ✓ How you/others have been affected by the complaint
- ✓ A contact number/email address and convenient time to contact you so that the matter can be discussed in further detail

All details will be handed to the correct person who will aim to gain a resolution. All information is treated with the strictest confidence and your statutory rights will not be affected.

We understand that an internal resolution is not always attained, as such, you can also request information about our awarding organisation, Highfield. To request the information please email: info@nurturetraining.org we will be happy to provide you with the details needed; alternatively;

The awarding organisation also has a complaints process, you can obtain information, advice and guidance about Highfield complaints process by using the following information:

The awarding body 's complaint process can be obtained by emailing them directly info@highfield.co.uk

Or writing to:

Highfield House, Heavens Walk, Lakeside, Doncaster DN4 5HZ

If you wish to make a complaint to the awarding body, you will need to provide them with the following information:

- ✓ Your name
- ✓ Centre Number (if applicable)
- ✓ A description of the complaint
- ✓ Any names and/or dates you've noted if, you have already spoken to someone about this complaint
- ✓ How you/others have been affected by the complaint
- ✓ A contact number/email address and convenient time to contact you so that the matter can be discussed in further detail

Our Highfield Centre External Quality Assurance (EQA) manager is Trevor Spenser.

If you need information about health and safety, you can contact Debbie Richards drichards@nurturetraining.org who can assist your queries.

If you need information about safeguarding, you can contact Debbie Richards drichards@nurturetraining.org or Sarah Richards srichards@nurturetraining.org

If you need information about equality, you can contact Debbie Richards drichards@nurturetraining.org

Our qualifications are taught, assessed and internally quality assured by an expert curriculum team. Any questions you may have related to your qualification can be directed to any team member:

Debbie Richards Managing Director drichards@nurturetraining.org

Debbie Richards Assessor drichards@nurturetraining.org

Sarah Richards Business Support Officer srichards@nurturetraining.org

Jackie Sygrove Internal Quality Assurance/Assessor jsygrove@nurturetraining.org

Jessica Lockett Trainee Assessor jlockett@nurturetraining.org

Joanne Ellison Trainee Assessor jellison@nurturetraining.org

Rosie Corcoran Internal Quality Assurance/ Assessor rcorcoran@nurturetraining.org

Staff members are qualified to support practices and processes related to internal and external provisions. You can also access information about the following policies on our website at www.nurturetraining.org under the heading 'Policies and Procedures'.

Training & Development