



# Complaints and Concerns Procedures

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Should you have a problem, complaint or concern.

If this happens, these are steps you need to take:

Step 1,

- Discuss the issue with your Educator/assessor as soon as possible.
- If appropriate they will deal with it verbally.
- In some cases, the Educator/Assessor will investigate your complaint or concern further.
- The Educator/Assessor will inform you of the outcome.

Step 2,

- If you are not satisfied with the response, you will need to contact the Curriculum Manager in writing (contact details are available from your Educator/Assessor) alternatively you can submit your written complaint online at [www.landftraining.com](http://www.landftraining.com)
- They will arrange a meeting with you within five working days.
- You can be accompanied by someone who you may wish to support you.
- You will be informed of the outcome within five working days.