



Students/Customers complaints and appeals procedure

The Gainfort Academy is committed to providing all its customers with a high quality service.

While we work hard to provide a high quality service to our customers and students we are aware that sometimes you may feel you did not receive as good a service from the Academy as you expected. As a result, and in keeping with our action plan, we have introduced a Customer Complaints Procedure

What is covered by our Complaints Procedure?

The complaints procedure covers complaints about issues such as delays, mistakes and for customer services by or from the Academy i.e. instances where you did not receive the quality of service from the Academy you feel you are entitled to.

The Complaints Procedure does not cover:

1. Matters of policy
2. Matters which are subject of litigation

How to make a complaint

If you are dissatisfied with some aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties as quickly as possible.

If you remain dissatisfied and wish to make a complaint, you can contact the Academy in writing to:

Gainfort Academy
Unit 7f Ardcavan Business Park
Ardcavan
Wexford

Information you need to provide

By providing the following information you can help to speed up the investigation of your complaint

- Your name, address and if you don't mind us contacting you by, your telephone number
- Exactly what you are dissatisfied about
- The name of the trainer/staff who dealt with you

- If your complaint is complicated, you may find it best to put it in writing so that no important detail is overlooked. Remember to send us copies of all relevant documentation/correspondence that you may have.

Our standards for dealing with complaints

- We will treat your complaint properly, fairly and impartially;
- We promise that making a complaint will have no implications for your dealings with the Academy
- An official other than those originally involved will examine your complaint;
- We will examine and review your complaint and send a reply to you within 20 working days of the receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved;
- We will apologise for any mistake, explain what happened and put it right wherever possible;
- We will change the way we do things to avoid making the same mistake in future.