



Arboricultural Contractors & Consultants

Specialists in the preservation and maintenance of trees

Access Hire | Grounds Maintenance | Tree Maintenance & Reports

Trem Y Dderwen, Llanedi, Pontarddulais, Swansea, SA4 0YT

Complaints Policy

1. Purpose

The Arb Team Training is committed to providing high-quality training, assessment, and customer service. We recognise that there may be occasions where individuals are dissatisfied with the service received. This Complaints Policy sets out a clear, fair, and transparent process for raising, investigating, and resolving complaints.

2. Scope

This policy applies to all complaints relating to:

- Training delivery
- Assessment processes and decisions
- Instructors, assessors, staff, or representatives of The Arb Team Training
- Customer service and administration

Complaints may be made by learners, candidates, instructors, assessors, employers, or other stakeholders.

3. Principles

The Arb Team Training will ensure that:

- All complaints are treated seriously, fairly, and without bias
- Complaints are handled confidentially where possible
- No complainant will be disadvantaged for raising a complaint
- Complaints are investigated promptly and thoroughly
- Outcomes and decisions are communicated clearly in writing

4. What Is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of the service provided by The Arb Team Training, other than an appeal against an assessment decision.



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Assessment-related concerns should normally be addressed through the Appeals Policy, although complaints and appeals may run alongside one another where appropriate.

5. Complaints Procedure – Three Stage Process

The Arb Team Training operates a clear three-stage complaints procedure.

Stage One – Initial Complaint

Speak directly to the Instructor or Assessor in the first instance to raise your complaint/concern..

For all other complaints, please contact:

- Email: hello@thearbteam.co.uk
- Telephone: 01792 885184

At this stage, we will aim to resolve your complaint quickly and informally wherever possible. If the complaint requires investigation, it will be logged and acknowledged within 5 working days. Responses to any complaints received will be sent within 14 working days.

Stage Two – Managerial Review

If you have received a response at Stage One and are not satisfied with the outcome, you may escalate your complaint to Stage Two.

Second-stage complaints should be directed to the managerial team:

- Email: admin@thearbteam.co.uk

Your complaint will be reviewed by the relevant senior manager who was not directly involved in the original issue where possible. You will receive a written response outlining:

- The findings of the review
- Any actions taken
- The final decision at this stage

Responses to any complaints received will be sent within 14 working days.



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Stage Three – Director Review (Final Internal Stage)

If the Stage Two response does not fully address your concerns, you may progress to the final stage of our complaints procedure.

All Stage Three complaints should be directed to:

Jack Thomas – Director

Email: jack@thearbteam.co.uk

Telephone: 01792 885184

Or in writing to:

The Arb Team
Trem Y Dderwen
Llanedi
Pontarddlais
Swansea
SA4 0YT

The Director's decision represents the final stage of the internal complaints procedure.

All complaints and associated correspondence will be recorded in the company's complaints log. Response to any complaints received will be sent within 14 working days.

7. Escalation and External Bodies

If the complainant is dissatisfied with the outcome of the internal investigation, they may escalate the complaint to the relevant awarding body. This does not prevent complainants from contacting the awarding body directly; however, The Arb Team Training must be informed in writing.

Relevant awarding bodies include:

- **City & Guilds / NPTC**
- **Lantra Awards**

Details of awarding body complaints procedures are available on their respective websites or upon request.

8. Confidentiality and Data Protection



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All complaints will be handled in line with data protection legislation. Information will only be shared with those directly involved in the investigation and resolution process.

9. Monitoring and Review

Complaints will be reviewed periodically to identify trends and opportunities for service improvement. This policy will be reviewed annually, or sooner if required by regulatory or operational changes.

10. Related Policies

- Equality and Diversity Policy
- GDPR Policy
- Teaching School Terms & Conditions

Approved: December 2025

Next Review: December 2026