



COMPLAINTS POLICY

A complaint is an expression of dissatisfaction concerning Food Protect Limited's product or service. **Food Protect Limited** takes all complaints extremely seriously and our team are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your **course tutor** in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint with the tutor, then please contact the Centre directly via one of the following options:

Call: 0203 488 3084

E-mail: support@foodprotect.co.uk

Write to: Food Protect Limited
71-75 Shelton Street
Covent Garden,
London
WC2H 9JQ

When you contact us, please give us your full name, contact details, and a daytime telephone number, along with:

- a full description of your complaint
(including the subject matter and dates and times, if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the complaint

Food Protect Limited asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within **5 working days' time**.

The **Client Support Executive** will then investigate your complaint and respond to you within **20 working days**.

Escalating your initial complaint if you remain dissatisfied

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached, then you may escalate your complaint to our **Centre Manager**. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Centre Manager will investigate in full and respond to you within **20 working days' time**.

The Centre Manager can be contacted using the following:

Call: 0203 488 3084

E-mail: aditi@foodprotect.co.uk

Write to: Food Protect Limited
71-75 Shelton Street
Covent Garden,
London
WC2H 9JQ

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification, then please contact the awarding organisation directly. The awarding organisation is Highfield Qualifications, and their complaints policy can be located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

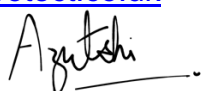
Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome, you may then raise your complaint to the relevant qualification regulator. Either a representative of Food Protect Limited or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following list of qualification regulators has been provided as additional guidance.

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
 - delivered in Wales - Qualifications Wales
 - delivered in Northern Ireland - CCEA Regulation
 - delivered anywhere else – OFQUAL

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Food Protect Limited, Highfield Qualifications as the awarding organisation and the relevant qualification regulator, then you do have 1 final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly. Details can be located on their website: www.spsso.org.uk

If you have any queries about the contents of this policy, please contact Food Protect Limited directly on 02034883084 or email them at support@foodprotect.co.uk



Signed:

Position: Director and Principal Consultant

Revision date: Version 2, March 2026 (no changes from 2025)

Next review date: March 2027