



## *Please tell us what you think!*

We welcome feedback and complaints from all of our customers or anyone who has been involved with SNAP Cymru

- We treat all learners equally and fairly
- All feedback and complaints will be dealt with in a consistent way
- You will not be discriminated against for making a complaint

### **How do I complain?**

**FEEDBACK FORMS:** Every learner is given a 'feedback form' on completion of the course they have attended and all our tutors are trained in reflective practice. This means they evaluate their own performance from the comments made by learners and this is fed back to the SNAP Cymru Training Unit during our moderation and standardisation process. It is always wonderful to receive information about how you enjoyed your learning but essential that we also hear about things that might have been done better.

**IN PERSON:** Another way to complain is in person to the tutor who delivered your course. Our tutors will be happy to explain anything you need to know about any of our learning and accreditation procedures and will try to rectify anything if possible or pass comments, complaints back to the SNAP Cymru Training Unit. To see copies of all SNAP Cymru training Policies please go to <http://www.snapcymru.org/training/>

**VIA SNAP CYMRU TRAINING UNIT:** You can contact a National Training Officer via email or telephone. Please contact [amanda.daniels@snapcymru.org](mailto:amanda.daniels@snapcymru.org) 07587187430 or [training@snapcymru.org](mailto:training@snapcymru.org)

## **If I contact regional or national staff, what information do I need to give?**

We need to know your name, where you trained, the date the training took place, the name of your tutor, the title of the course attended and the nature of the complaint. Please give us as much information as possible as we will be able to investigate and respond more quickly. Please also tell us how we can contact you and provide those details e.g. phone, email or letter.

## **What happens next?**

Our senior staff will investigate the matter. They may contact you and discuss the enquiry to gain further information. Once they have completed the investigation, they will contact you **within 28 days** (of initial complaint) to discuss a resolution. If we need to make changes or improvements to our service or the learning experience we will do this as quickly as is practical and possible.

## **What if I'm not happy with the resolution?**

SNAP Cymru take pride in the quality and standard of training delivered. Therefore, it is extremely important that you are satisfied with the delivery and provision of accredited and non-accredited training.

**Snap Cymru have an Access to Fair Assessment Policy which includes an Assessment Appeals Procedure should you wish to query an assessment decision.**

If you are still unhappy with the provision or how we have dealt with your complaint; we welcome you to contact the Head of SNAP Cymru Training & Information.

Amanda Daniels  
Assistant Director - Training & Information  
SNAP Cymru Head Office  
10 Coopers Yard  
CARDIFF  
CF10 5NB  
Tel: 029 2038 4868  
Email: amanda.daniels@snapcymru.org

### **AGORED Cymru Complaint Policy**

If you remain remains dissatisfied following the outcome of our centre's appeal process, you may pursue the matter through the AGORED Cymru's Complaint Procedure at:

<file:///C:/Users/amanda.daniels/Downloads/Complaints%20Policy...pdf>