

## Complaints Procedure

A complaint is an expression of dissatisfaction concerning **Hospitality Allergen Support UK** products or services. Hospitality Allergen Support UK take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

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 that you bring this to our attention as soon as possible by speaking to your course trainer in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the trainer, then please contact the Caroline Benjamin or Jacqui McPeake Director of Hospitality Allergen Support UK via one of the following options:

Call: 07732637292

E-mail: [Jacs@hasuk.co.uk](mailto:Jacs@hasuk.co.uk) or [Caroline@hasuk.co.uk](mailto:Caroline@hasuk.co.uk)

When you contact us, please give us your full name, contact details, and include 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; and
- Copies of any papers or letters to do with the complaint.

Hospitality Allergen Support UK requests that you raise your complaint as soon as possible after the event so that we can investigate fully. Caroline Benjamin and/or Jacqui McPeake will investigate your complaint and respond to you within 14 days of your complaint being received.

### Appealing after an initial complaint has been raised

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 appeals procedure. Please request a copy of these by emailing [Jacs@hasuk.co.uk](mailto:Jacs@hasuk.co.uk) or [Caroline@hasuk.co.uk](mailto:Caroline@hasuk.co.uk)

### Escalation to awarding organisation.

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 Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com). Alternatively, please speak to the HABC team on 0845 2260350.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Hospitality Allergen Support UK or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact either Jacqui McPeake or Caroline Benjamin directly on 07732637292 or email [Jacs@hasuk.co.uk](mailto:Jacs@hasuk.co.uk) or [Caroline@hasuk.co.uk](mailto:Caroline@hasuk.co.uk)