

MASTERCLASS

Experts in Hairdressing Education

Complaints Policy

Our complaint policy reflects our believe that complaints give us an opportunity to improve the training which we deliver and the services we offer.

We treat all complaints very seriously and welcome the opportunity to 'make things right' with the person who makes the complaint.

To help us fully understand your complaint and to resolve it as quickly and efficiently as purpose we ask that all complainants provide as much information as possible, including:

- The nature of the complaint
- Dates and times if applicable
- Ideal Outcome
- Best Contact Details

To raise a complaint:

If you are an Apprentice/ Student or Employer who is dissatisfied with our service:

Please raise any initial complaints with the Curriculum & Training Manager Alison Lipscombe, after which a solution can be agreed.

If you do not feel that your complaint has been resolved you are invited to contact Masterclass Director, Laura Cosier:

Call: 023 9237 7373

Email laura@hairott.co.uk

Write to: Laura Cosier, Masterclass, 6 High Street, Cosham, PO6 3Bz

On receipt of the communication your complaint will be investigated and responded to within 10 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact our Awarding Organisation directly.

Our Awarding body is VTCT and they can be contacted on 02380 684500

