



# Complaints Procedure

At GLOBAL (Global Hair, Makeup & Productions Academy) we welcome any comments, concerns or complaints that any of our current or future candidates that are accessing our facilities.

We value and encourage our candidates to pass on their views for GLOBAL to improve our service and to commitment to our candidates.

If any candidates have any comments, concerns or complaints they must put them in writing and place it in the suggestion box in the room or hand in at reception in the venue which Global are located if they wish to main anonymous, they can through not including their name.

Alternative to this if the candidate wishes to discuss their comments, concerns or complaint this can be done through booking an appointment with *Leila Magee, Quality & Compliance Officer*, this can be done in person or contact her on *0161 726 5726*.

We will ensure that the meeting will be organised within one week of requesting.

We will inform our candidates of the outcome of the meeting within 2 weeks

If from this point the candidate is not happy with the results, they can request an interview with *Victoria Farrelly, Chief Executive Officer*, through following the same process.

If the candidate is still not happy with the outcome, then the issue will be taken to the next board meeting.

If the candidate is still not happy with the decision/outcome after the internal audit process, they have the right to contact and take the complaint to the appropriate Awarding Organisation.

Global will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint, and its decision. Global Academy will keep a written record of all appeals, decisions, feedback and recommendations of the complaints panel.

All such records will be kept for one year after the relevant candidate have left.



<b>Reviewed by</b>	Victoria Farrelly
<b>Reviewed</b>	Annually
<b>Last Review</b>	30/08/2024
<b>Review Date</b>	30/08/2025

**Reviewed: Signed:** *v Farrelly*..... **Date: 30/08/24**

**Victoria Farrelly**  
**Chief Executive**