



## **Refund & Complaints Policy**

### **As per VOSS Terms & Conditions of Business**

**CANCELLATIONS:** In the event the client cancels a training course, 50% of the full course fee will be charged to the client. Provided **VOSS** is given at least 10 working days' notice, prior to the planned course date. Where less than 10 days' notice is given, or where trainees fail to attend or to complete the course the full course fee is payable.

## **VOSS**

### **Complaints Handling Policy**

#### **Our complaints policy**

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate your complaint. This will normally involve passing your complaint to a VOSS Director or senior Manager, who will review your matter.
3. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Please contact us at;

**E: [compliance@voss.co.uk](mailto:compliance@voss.co.uk)**

**Tel: 0161 737 8880 / 0151 650 6600**

This is a policy statement outlining the actual policy contained within the "Company Handbook" which is subject to update as required by the company or legislative changes of which is held at the office, this can be viewed upon request. Company Directors, Employees, Sub Contractors, Mobile Workers trainees and visitors are subject to these policies and procedures, VOSS means Vocational Operator Safety Services Ltd.