



Complaints & Refunds Policy

Introduction

Viamaster Training take all complaints or concerns seriously, Viamaster Training will always attempt to resolve all complaints and refunds to the satisfaction of both parties.

Anyone who wants to make a complaint or raise a concern should so follow the stages below.

Process

Viamaster Training want to ensure that the complaints and refund procedure is effectively implemented, and that all parties feel confident their worries, concerns or complaints are listened to and acted upon in a prompt and fair manner.

Complaints and refund requests will be recorded and where appropriate resolved with the complainant at that time.

Where a complaint or refund request cannot be resolved at point of contact, the matter should be referred to the Operations Manager for action.

The Operations Manager will wherever possible attempt to resolve the complaint or refund request to the satisfaction of the complainant, the company or the training provider.

Where the situation cannot be resolved by the Operations Manager, the complaint or refund request should be sent in writing to the Managing Director:

Vicky Barrett
Viamaster Training
Altofts Lane
Castleford
WF10 5PZ
vicky@viamastertraining.co.uk

The complaint will be acknowledged within 3 working days.

A decision will be sent within 10 working days.

The Managing Director will record and investigate the complaint or refund request and is responsible for making the final decision as to how to resolve the complaint or refund request.

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If the complaint is from a candidate completing funded training, the training provider will be involved and receive all communication.

If a candidate is not satisfied with the final decision, they may complain to the appropriate Awarding body including the DVSA where necessary.

Where the complaint is made against the DVSA/DVLA, please use the link below:

[Complaints procedure - Driver and Vehicle Licensing Agency - GOV.UK](#)

If a candidate is not satisfied with the judgement of the awarding body, they can appeal to the relevant Qualification Regulator.

Where a complaint is made against a trainer that is not directly related to the course content, the complaint will be dealt with in line with company disciplinary procedures.

Refunds of course fees will be subject to the standard Viamaster Terms & Conditions issued at time of booking.

Where the customer disputes the terms and conditions, the matter should be referred the Managing Director in writing at the address above.

Where cancellation takes place up to 5 days prior to course commencement, the customer will be offered alternative training dates. Where suitable alternative dates cannot be arranged, any refund of fees will be made at the Managing Director's discretion, minus any fees already incurred by the company and a reasonable admin fee.

Where cancellation takes place within 5 days prior to course commencement, then unless the course vacancy can be filled and /or the trainer services utilised elsewhere, then no refund of fees will be considered except due to illness. In this instance the company may at its discretion offer alternative dates.

Vicky Barrett
Managing Director

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