



Advanced Access Platforms – Appeals and Complaints Policy (Training)

Advanced Access Platforms (AAP) aims to provide high quality training services which meet your needs. We believe we achieve this most of the time. If someone has exceeded your expectations or if we are not getting it right, please let us know. To ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us or one of our trainers, or if you feel that someone at AAP deserves special thanks.

Appeals

If you feel your result was not what you expected, or deserved, you have the right to appeal. In the first instance, speak to your trainer who will outline the reason for the results you received and explain to how and why the result you have been given is justified. If you feel you wish to take the matter further you can contact our training department via email, training@advancedaccessplatforms.co.uk who will advise you on the next steps or, if you have taken training with a registered training governing body, contact them direct, who can also advise on their individual appeals process, should it defer from our own.

Complaints about AAP

If you are unhappy about any of AAP's services, please contact us to speak to a member of the AAP team. You can find contact details on our website or email training@advancedaccessplatforms.co.uk where one of our team will deal with your complaint promptly and in confidence.

If you are unhappy with an individual, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or a member of the Senior Management Team. Often, we will be able to give you a response straight away.

Complaints about AAP partner training services

If you are unhappy about a service provided by an AAP partner provider (training on premises outside of AAP), please ensure you exhaust the member's complaints procedures before raising the complaint with AAP. If for any reason you do not feel comfortable addressing the issue with the member directly, or you wish to take the issue further after exhausting the member's complaints procedures, you may raise your complaint with AAP, as detailed below.



Making a formal complaint

If you wish to raise an issue with AAP or an AAP Training partner more formally, please complete our Complaints Form, you can request this from our training department on the email above. All complaints submitted on this form will be logged and will be dealt with in compliance with this policy. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

All complaints will be dealt with in an impartial, non-discriminatory, and confidential manner.

If you have other concerns, such as suspected fraudulent production of training cards, false advertisement of our training services, or misuse of the AAP brand or their training courses AAP represent you can confidentially disclose this to AAP by emailing accounts@advancedaccessplatforms.co.uk

This policy will work alongside our AAP's own whistleblowing policy which can be found on our website www.advancedaccessplatforms.co.uk

Compliments

Whilst we are grateful for any feedback which will help us to improve our service, we will also be grateful for any of the experiences which you have felt have been positive. To tell us about any of these positive experiences please contact us directly through our website or email our training team on the email above.



Matt Woolman
Commercial Manager

4th January 2026