
The following procedure covers complaints about the services provided directly by ARCA Assessment and Training Centres.

1. How to make a complaint?

If you have a complaint regarding the ARCA centre, or staff, you should bring this to the attention of the Training Manager.

Complaints must be in writing. When sending in your complaint, please provide your contact details.

In the first instance, the complaint should be addressed to the Training Manager at either:

By Post: ARCA
Unit 1, Stretton Business Park Two
Brunel Drive, Stretton
Burton upon Trent
Staffordshire
DE13 0BY

By Email: satish.patel@arca.org.uk

1.1. What happens next?

- We will notify you of receipt of the complaint and aim to respond to your complaint within 10 working days.
- If you are not satisfied with the response you have the right of appeal to the Chief Executive of the association at the above address.
- The Chief Executive will reply following investigation. If this will take longer than 10 working days, you shall be notified of the expected time when a response shall be forwarded to you.
- If you do not gain a satisfactory response you can appeal to the Chairman of ARCA's Governing Council directly. Pending investigation, you will be advised of any outcome accordingly.

1.2. Processes

- Received complaints shall be recorded on the Client Complaint Record (Form G10/01). All correspondence shall be attached to it.
- A log of all complaints will be recorded on the Client Complaint Record.