



Training Complaints Policy

Training Policies and Quality Assurance Documents

Document owner	Jamie Morgan MIET MIFSM	Role	Director / Lead Fire Safety Consultant
Applies to	Online and in-person fire safety training	Version	1.0
Approved date	17 May 2026	Next review	Annual
Contact	training@esifiresafety.co.uk	Website	www.esifiresafety.co.uk

Policy Statement

ESI: Fire Safety welcomes feedback and treats complaints as an opportunity to improve our fire safety training and customer service. This policy explains how learners, clients or other stakeholders can raise concerns about our online or in-person courses.

What Is a Complaint?

A complaint is an expression of dissatisfaction about a service we have provided. It may relate to delay, lack of response, course content, trainer conduct, accessibility, administration, certification, online delivery, venue arrangements or practical training safety.

Anonymous Complaints

Anonymous complaints will be considered where enough information is provided to investigate. However, if no contact details are provided, we may be unable to respond with the outcome.

Informal Resolution

Where possible, concerns should be raised with the trainer or ESI contact at the time so they can be resolved quickly. If a resolution is agreed, it will be recorded where appropriate.

Formal Complaint Procedure

1. Submit the complaint to training@esifiresafety.co.uk, including course date, course title, people involved, details of concern and preferred outcome.
2. We will acknowledge the complaint within 5 working days.
3. The complaint will be reviewed by an appropriate person who was not directly responsible for the issue where practicable.
4. We may request further information from the complainant, trainer, client or other learners.
5. We aim to provide a written outcome within 30 calendar days. If more time is needed, we will explain why.
6. Where the complaint is upheld, we will identify corrective action, which may include apology, course correction, re-training, certificate correction, process change or other proportionate action.



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Assessment or Certificate Disputes

Where the complaint relates to an assessment decision, knowledge check outcome or certification decision, the Appeals Procedure should be used.


Confidentiality

Complaints will be treated confidentially and shared only with those who need the information to investigate, respond or take corrective action.

Complaint Record

Name of complainant	
Organisation	
Course / service	
Date of course / incident	
Nature of complaint	
Evidence received	
Resolution agreed	
Corrective action	
Date closed	

Approval and Review

Approved by	Jamie Morgan MIET MIFSM
Position	Director / Lead Fire Safety Consultant
Signature	
Date	17 May 2026
Review arrangements	Annual review, or earlier if legislation, awarding/CPD requirements, course content or delivery arrangements change.