

Awakening Creativity

Bringing Creativity to all Practitioners

Complaints Procedure for Awakening Creativity

1. Purpose and Scope

This complaints procedure aims to resolve any dissatisfaction that students, clients, or other stakeholders may experience while interacting with Awakening Creativity. We are committed to ensuring a high standard of service and welcome constructive feedback to help us continuously improve.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction regarding any aspect of our services, training sessions, materials, policies, or interactions with our staff or trainers.

3. Who Can Make a Complaint?

Complaints may be made by:

- Students enrolled in a course
- Sponsors or employers of students
- External training providers or consultants
- Any member of the public who has interacted with our services

4. How to Make a Complaint

Complaints can be submitted in the following ways:

Email: Send a detailed description of the issue to Lindsey@awakeningcreativity.co.uk

Telephone: Call us on +44 7771 872 709 and request to file a formal complaint.

5. Escalation of a Complaint

If you are dissatisfied with our handling of your complaint you can escalate the complaint to CPCAB who certify our courses (if you have been on a CPCAB course) or the Association for Coaching with whom we are a member.

CPCAB <https://www.cpcab.co.uk>

Association for Coaching <https://www.associationforcoaching.com>