

# Appeals and complaints procedure

All delegates have the opportunity to comment on feedback forms at the end of the course, on which delegates are encouraged to give accurate feedback to assist NHBC in ensuring that courses and examinations are appropriate and current.

In the event that a delegate is unsatisfied with the outcome of the training or the exam result, delegates can discuss this with the trainer. If the issue cannot be resolved satisfactorily with the trainer, they have the right to refer the matter within 5 working days of the course taking place. In the first instance delegates can contact the Industry Training Manager\*, Michael Reeves via [training@nhbc.co.uk](mailto:training@nhbc.co.uk) giving details of the complaint and supporting evidence. They will receive a response within 10 working days.

If the delegate remains unhappy, the matter can be escalated to the Head of Training and Analysis\*\*, Darryl Stewart, via [training@nhbc.co.uk](mailto:training@nhbc.co.uk) and they will receive a response within 10 working days.

If the delegate remains unhappy, the matter can be escalated to CITB, by contacting [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk).

