

## SCE Internal Complaint Handling Process

Complaints received by SCE should be handled in line with the following process:

### Step 1

All complaints should be forwarded to [info@strengthandconditioningeducation.com](mailto:info@strengthandconditioningeducation.com) where they will be handled by the customer service team. A confirmation of receipt should be sent to the complainant within 2 working days and a full response to the complaint in no more than 10 working days\*. All such complaints should be logged onto the [SCE Complaints Report](#) by the customer service team, the same day of receipt. **Notes must be updated on Infusionsoft**

\*The full 10 days should not be taken unless it is absolutely needed. Most complaints can be responded to in 2 working days unless they need a thorough investigation. We should be aiming to respond to complaints sooner rather than later to ease the customers frustration.

### Step 2

Should a learner be unhappy with the response issued by SCE to their complaint, and the customer service team have given all the advice and support that they can, the complaint should be escalated to the SCE Customer Experience Manager where the complaint will be investigated, and a response issued within 10 working days. In the event a complaint is escalated to the SCE Operations Manager, the customer should be informed of this and the timeframe for a response and the complaints log updated. **Notes should be updated on Infusionsoft**

### Step 3

Should a learner remain unhappy with the decision made by SCE, then they should be directed to stage 2 of the Learner Complaint process and advised to complete the [Learner Appeal Form](#). This is the only next step available. The complaints log should be updated to reflect this. Notes should be updated on **Infusionsoft**

### Step 4

On receipt of a completed learner appeal form, a confirmation of receipt should be issued to the customer within 2 working days and the customer advised that a full response will be issued to them in 8 weeks. The form should immediately be forwarded on to the SCE Customer Experience Manager. A full investigation should be carried out with the involvement of solicitors where required, discussed by the board and then a full and final response submitted to the learner within 8 weeks.

**Notes should be updated on Infusionsoft.**

A compliant file for the customer should be created in the [Complaints](#) file on One Drive.