

The RedCat Partnership

Training Policies and Contact Details



POLICIES;

We have a range of policies and procedures in place to ensure that our training runs smoothly and according to Awarding Organisation requirements. If you would like to receive a copy of any of the following policies, please contact support@redcatpartnership.co.uk

1. Quality Assurance
2. Examinations
3. Special Considerations
4. Results Appeals
5. Complaints
6. Malpractice
7. Recognised Prior Learning
8. Replacement certificates
9. Initial Assessment

CONTACTING US WITH A COMPLAINT OR ALLEGATION OF MALPRACTICE;

Obviously, your first action should be to get in touch with us, but NOT through to a member of staff that you need to make a complaint about.

Our Business Support Officer, Ali Milhaly, is your first point of contact. Ali is not involved in the delivery of training, assessments, etc. Her telephone number is 01603 473732, and Ali's email is support@redcatpartnership.co.uk (this is a dedicated email address for Ali and is not a shared mailbox).

Get in touch with Ali and we'll take it from there.