



TRAINING POLICY

Your Right to High Quality Training

Learners can expect the highest standards of quality training, from suitably qualified trainers, regardless of which Singleton Associates course they choose.

Your Right to be Treated with Respect

All learners will be treated with respect, courtesy and consideration for their dignity, religious and philosophical beliefs.
All staff should treat you politely and pleasantly at all times.

Your Right to an Explanation

If you are not satisfied with the service you receive, you are encouraged to tell the trainer. You have the right to expect a reasonable explanation.

Your Right to Make a Complaint

If the trainer is unable to resolve the problem, please follow the steps detailed on our complaints policy.