

NarpsUK Refunds, Complaints and Appeals Procedure

NarpsUK is committed to providing you with a high quality, efficient service during the delivery of our course. It is very important to us that you get the best from NarpsUK. Please let us know immediately if you have any problems or concerns about your online course.

Here you will find details of NarpsUK service standards and what you can do if things go wrong. It informs you of our aims and principles and outlines your rights. It also sets out the minimum standards of service you can expect from us and tells you what to do if things go wrong at any stage of the course. The procedures for registering complaints and appeals are also covered in this document.

Refund Policy

We hope you will be pleased with your purchase of our course. Should you change your mind and wish to obtain a refund we will happily issue a refund provided that you request the refund within 7 days from the date of purchase. Refunds are only valid if you have not logged onto the course.

Complaint Handling

If you have a complaint with our online course or the service you are having we would like to hear from you

You can make a complaint by email.

Email: info@narpsuk.co.uk

Website www.narps.co.uk

Your complaint will be dealt with thoroughly, fairly and confidentially. You will not be discriminated against in any way for having complained, but a record will be kept of the issues raised and their resolution.

Complaints Procedure

1. Contact NarpsUK with details of your complaint – you must remember to include your full contact details so that we can get in touch with you.
2. For simple cases, we will try to resolve your complaint within 24 hours to your satisfaction.
3. If we can't quickly resolve your complaint, we will send you a complaint form to check. This will already contain information about your complaint which we hold on our systems – you should check this carefully, sign it and return it to us.
4. One of our advisers will respond with a proposed solution or a written acknowledgement within one week of receiving your returned complaint form.
5. Unresolved complaints will be passed to impartial staff for further investigation and resolution.

6. We will usually complete our investigation within two weeks and write to advise you of our findings. If for any reason it is not possible to fully investigate your complaint within this time we will request further time to enable us to investigate the complaint further. We will continue to keep you informed of the progress of your complaint.

Appeals Procedure

If you are not happy with the response you receive or you don't feel you have had a fair hearing, you may appeal outlining your concerns or comments. All appeals must be submitted, in writing, within three weeks of the date of the decision on your complaint, and state clearly the grounds for the appeal to:

info@narpsuk.co.uk