



Rightmove Training & Development Centre - Complaints Procedure

1. Introduction

Whilst Rightmove is fully committed to delivering a first-class service to all our learners we acknowledge that sometimes, things can go wrong. We'll do our best to address things quickly and fairly and have a complaints procedure that learners can use to make us aware of any problems they have encountered.

2. Making a complaint

If you'd like to make a complaint, you can contact us by e-mail or letter:

- **E-mail us:** hub@rightmove.co.uk If you e-mail us, please include:
 - Your name
 - Learner ID
 - Your address
 - A contact number if you're happy for us to call you
 - What has happened
 - When it happened
 - What you think should be done to put things right.
- **Write to us:** If you'd like to write to us, please send your letter to Rightmove Group Ltd, 2 Caldecotte Lake Dr, Caldecotte, Milton Keynes MK7 8LE. Include:
 - Your name
 - Learner ID
 - Your address
 - A contact number if you're happy for us to call you
 - What has happened
 - When it happened
 - What you think should be done to put things right.

3. What happens next?

We will do everything we can to resolve your complaint as soon as we can. For more complex issues we may need more time to investigate your concerns. If this is the case, we will:

- Contact you to let you know we have received your complaint, and then provide you with a response to the issues you have raised as soon as possible. Our complaints policy allows us eight weeks to do this, but we will do our best to get back to you well before this deadline.
- If we can't respond to the issue quickly, we will contact you to explain why that has not been possible, and when we will be in touch with you again.

4. What if I am unhappy with the outcome?

If you are unhappy with the outcome of your complaint, please contact us to discuss your concerns. If you are still unhappy, you can ask for your complaint to be escalated to a more senior member of the team who has not previously been involved in dealing with the complaint.

In the vast majority of cases we hope to be able to resolve issues directly with you. However, if you still feel your complaint has not been dealt with satisfactorily, you will then have the option of contacting our awarding organisation who can be contacted in writing at:

ABBE
Birmingham City University
University House
15 Bartholomew Row
Birmingham
B5 5JU

Or via email to abbeenquiries@bcu.ac.uk

5. Contact

For further help or assistance with these Procedures, please contact:

Jason Charles, Head of Events & Education

Email: Jason.Charles@rightmove.co.uk

6. Related Policies and Documents

Rightmove Complaints Policy.

Date: November 2022