



We are committed to providing a high quality training experience to all our students. When something goes wrong, we need you to tell us about it.

We take any complaint very seriously and welcome the opportunity to improve our standards and to put things right, if we haven't met our usual high standards.

Should you have a problem or a complaint you should, in the first instance, speak to your tutor. If this is not possible or you feel that your complaint has not been dealt with sufficiently then you should raise the complaint with our Quality Manager, Susan Young: [susan@lavender-ndt.com](mailto:susan@lavender-ndt.com) or our Administration Manager, Beverley Scott: [bev@lavender-ndt.com](mailto:bev@lavender-ndt.com).

In the unlikely event that those above are unable to settle your complaint, you should contact the Executive Manager, Nicola Dodsley: [nic@lavender-ndt.com](mailto:nic@lavender-ndt.com) and she will be able to give you the contact details of the appropriate body.

The British Accreditation Council (BAC) operates a complaints procedure, which you can access at:  
<http://www.the-bac.org/bac-complaints-procedure/>

You can also access the British Institute of Non-Destructive Testing (BINDT) complaints/appeals procedure via their website: <http://www.bindt.org/>