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# Complaints Procedure Policy

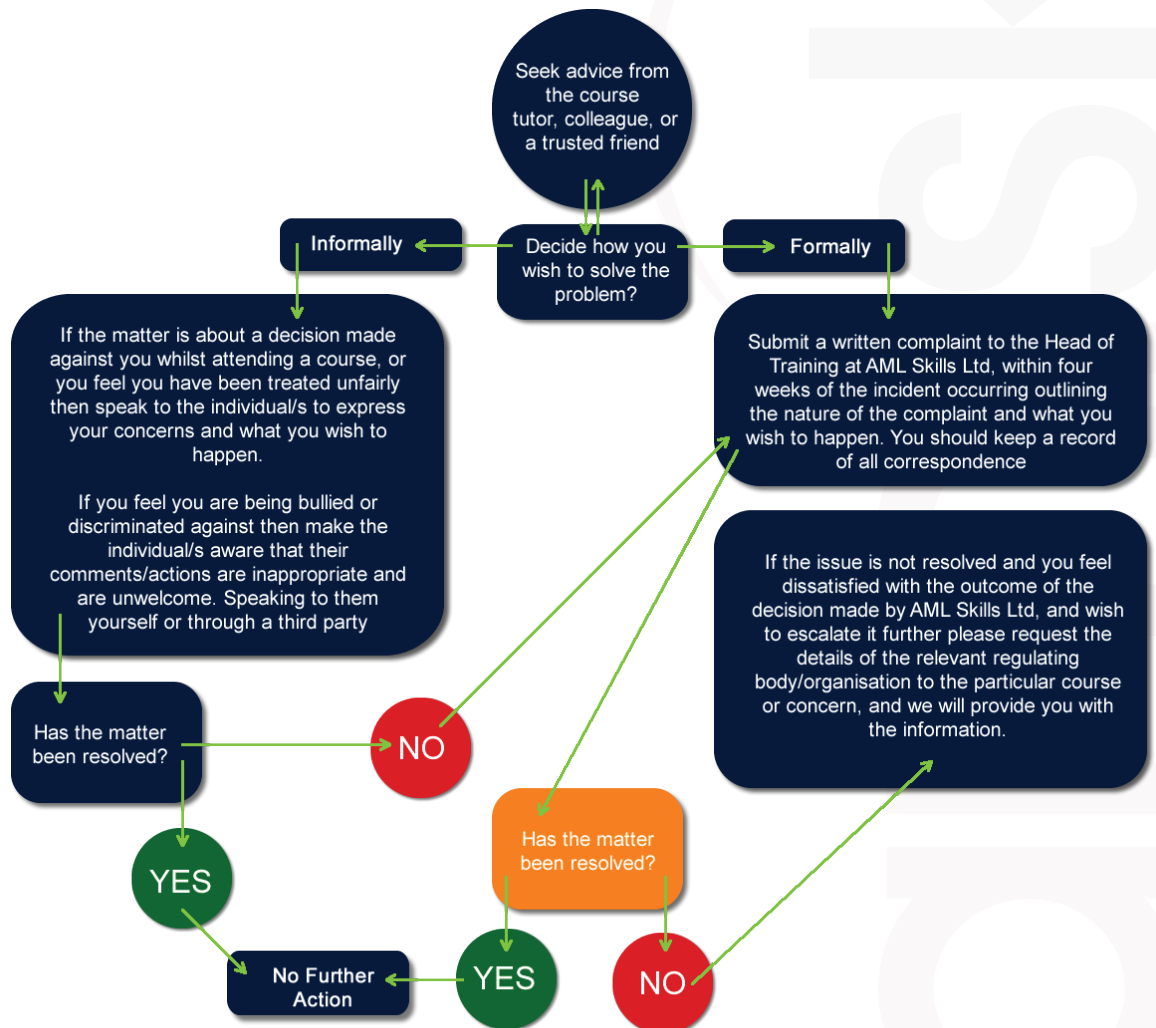
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life support | safety | security | training

## Complaints Procedure

We are committed to providing an excellent education and high quality services to our learners, from the start until the end of your course. We value complaints and use information learnt from them to help us improve the learner experience. If something goes wrong or you are dissatisfied with what we are providing, please tell us. You should feel free to raise matters of concern without risk of disadvantage. You can contact the head of training direct on [dl@amlskills.com](mailto:dl@amlskills.com) or call us on 0151 257 5138

The chart below is to assist learners attending a course in the first instance



**Head Office**  
 AML Skills Ltd  
 Commerce House  
 Commerce Park  
 Wirral  
 Merseyside  
 CH41 9HP

**Contact Details:**  
 0151 257 5138  
 e: [info@amlskills.com](mailto:info@amlskills.com)  
 w: [www.amlskills.com](http://www.amlskills.com)

