



## Complaints Procedures

At A1Motorcycle Training School Ltd we pride ourselves on our level of service. However, should someone have any concerns or believe we have not met your expectations then this should be submitted in writing to:

Richard Scott

A1 Motorcycle Training School LTD

Metrocentre East Business Park

Waterside Drive

Gateshead

Tyne & Wear

NE119HU

Email: [info@a1motorcycle.co.uk](mailto:info@a1motorcycle.co.uk)

All concerns must be sent in writing via mail or email and contain specific details of your complaint including where appropriate, dates of training, course title, training venue and instructors name. Complete A1 Motorcycle Training School Ltd will deal with all complaint in a timely fashion and

hope to resolve any issues within 7 working days from receipt of

Richard Scott

Director

A1 Motorcycle Training School