



Complaints Policy

Eastern Region Training Group Ltd

Autumn 2020

Prepared by:	<i>Chloe Smith DSL</i>
Approved by:	<i>Clive Coote Managing Director</i>
Status & review cycle	Statutory Annual
Date approved:	<i>07-09-2020</i>
Review date:	<i>07-09-2021</i>

Introduction

Eastern Region Training Group (ERTG) operates a simple three step approach for the ease of handling complaints. This policy is reviewed annually by the Company Director to ensure that any improvements to the ERTG service are identified and acted upon efficiently. Complaints will be treated positively and used as an opportunity to improve the level of service provided. The complaints procedure forms part of the company's quality management process.

The Procedure

Step One: Customers who wish to complain about any aspect of the service that they have received from ERTG are requested to initially contact the tutor who dealt with their training. Contact should be made either in writing or by telephone where the Tutor will aim to rectify the complaint either:

- Immediately over the telephone/Email
- by arranging a 1-2-1 meeting with the customer within three working days

Where the Tutor is temporarily unavailable to deal with the issue, the Company Director will write to the client within two working days and inform them of the date and time when a personal response from the Tutor can be expected. In any event, this response will be within fourteen days.

In most cases, contacting the Tutor direct will rectify the issue. If, however, the customer is dissatisfied with the outcome of this response, they may progress their complaint to the second stage of this procedure.

Step Two: The Company Director of the company will investigate the complaint and will:

- Contact the client within five days to discuss the complaint
- Liaise with the Tutor involved in the project
- Write to the client within seven days with findings of the investigation
- Take the necessary steps to rectify the issue

Step Three: Where a Customer remains dissatisfied with the outcome of this process, they have the right to appeal the decision by passing their complaint direct to the Awarding Body responsible for that particular award.

Appeals Procedure

