Customer Complaints / Feedback Procedure

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| HEADING | **SECTION CONTENT** |
| Background and Aims | Ellis Training Works places a significant emphasis on customer feedback and views the complaints process as a valuable tool to drive improvements in the quality of its services. The policy of Ellis Training Works is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously. A problem raised can be informal (issue) or formal (complaint). You should try to raise your problem as soon as possible after the event happened. Ellis Training Works’ time limit for responding to a problem (whether informally or formally) is 6 months from when the event happened, or 6 months from when you first became aware of the problem. |
| What is an issue? | An issue (or informal complaint) is a matter which a customer wants to raise with a member of staff without using the formal complaint process. Issues are usually quick to resolve and unlikely to require an in-depth investigation. |
| What is a complaint? | Ellis Training Works defines a complaint as an expression of dissatisfaction about:   * The standards of service received * Action or lack of action by the training centre or its staff |
| Dealing with issues (informal complaints) | In the first instance issues should be raised with the person who has day-to-day responsibility for the area in which the matter occurs. The person receiving the issue should make notes on its nature; keep the contact details of the person making the issue and how it was dealt with. The staff member should file these notes safely and confidentially. If the complainant remains dissatisfied following the response, they should make the complaint formal and adhere to the following process. |
| Formal complaints | All formal complaints should be put in writing to:  The Sales & Finance Director  Ellis Training Works  Hobson House, Sopers Road  Cuffley  Hertfordshire  EN6 4RY  Any complaints directed to other Ellis Training Works managers will be referred to the Sales & Finance Director in the first instance.  All formal complaints will be acknowledged by the Sales & Finance Director within two working days of receipt.   * The complaint will be investigated by the appropriate manager and a response to the complainant will be made within ten working days. * Upheld complaints must be followed up after a period of 20 working days to check complainant is happy with resolution. |
| Appeals | If the complainant is unhappy with the outcome of the formal complaint, a review of the matter may be undertaken by the Managing Director. |