

Customer Feedback and Complaints Policy

Statement

We are committed to providing a high quality and efficient service to our customers.

We aim to: -

- Address the needs and requirements of all our customers through provision of relevant, comprehensive and up-to-date information and advice to modern standards and to appropriate specifications;
- Always operate to the highest professional standards; reliability, promptness, and value for money;
- Always treat people with courtesy and respect, and in a professional manner.

These standards demonstrate our commitment to best practice procedures and will be continuously reviewed in line with government recommendations.

We welcome feedback, good or bad from customers and stakeholders on the quality of the products and services that we offer.

Eyton Solutions Ltd believes should any person affected by the organisation's activities wish to make a complaint or register a concern they should find the process as easy as possible. It is the organisations policy to welcome complaints and look upon them as an opportunity to learn and improve our services. This policy is intended to ensure that all complaints are dealt with in a correct manner and that all complaints or comments by third parties are taken seriously.

The policy is not designed to apportion blame or to consider the possibility of negligence or to provide compensation. This policy does not form any part of the organisations disciplinary policy.

Eyton Solutions Ltd believes failure to listen or acknowledge complaints will lead to an aggravation of the situation, subsequently leading to dissatisfaction and possible litigation. The organisation supports the concept that most complaints, if promptly dealt in an open and friendly manner can be resolved at a local level between the complainant and the most senior on-site person.

In the event this fails due to the dissatisfaction of the complainant or the site operative, the complainant will be referred to Eyton Solutions Ltd director and subsequently where applicable the relevant governing/accrediting body. Legal advice will be sought where the organisation feels necessary.

Aim

The aim of Eyton Solutions Ltd is to ensure that its complaints procedure is properly and effectively implemented, and that third parties feel confident their worries, concerns or complaints are listened to and acted upon in a prompt and fair manner.

Verbal Procedure

All oral complaints, no matter how trivial or seemingly unimportant should be taken seriously. Staff and delegates must remain calm and respectful at all times nothing will be gained by adopting an aggressive or defensive attitude.

- Staff who receive an oral complaint should attempt to resolve the problem immediately if possible.

Document Title:	Customer Feedback and Complaints Policy			Document No:	016
Issue Date:	01/10/19	Last Revised:	N/A	Rev No:	001
Approved by:	M Jones	Date Approved:	20/09/19	Author:	K Edwards

- Where the problem cannot be resolved the staff member should offer to contact the managing director in order to resolve the problem.
- All contact with the complainant should be polite, courteous and sympathetic towards their concern.
- All staff should not except blame, make excuses or blame other persons including other operatives.
- After talking the problem through the site operative or managing director should suggest a course of action in order to resolve the complaint, where the action is acceptable by the complainant clarify the agreement with the complainant and verify what future communication if any is required e.g. verbal/written.
- Should the course of action not be acceptable by the complainant request the complainant to put their complaint in writing to the managing director. Freely offering the appropriate address to the complainant.

Written Procedure

- Where a complaint is received in writing the managing director will record the complaint in the complaints record and acknowledge receipt of complaint within two working days.
- If necessary, further details may be sought from the complainant.
- Where necessary the managing director may be required to contact the social landlord or client, where this action is taken the complainant must be made aware of the situation.
- If the complaint raises serious concerns the organisation should seek legal representation.
- Where necessary the organisation shall proceed to investigate the complaint and be in position to answer the complaint within 28 days either in writing or a meeting by prior arrangement with the complainant.
- In the case of a complex complaint and the investigation taking longer than the 28 days the complainant should be informed of the situation.
- During the meeting a detailed explanation should be given of the results of the investigation and an apology given if deemed appropriate (an apology need not be an admission of liability).
- Minutes detailing the meeting should be taken and a copy given to the complainant and a copy kept on the organisations file.
- Any shortcomings on behalf of the organisation's procedures should be identified and acted upon.

Training

Eyton Solutions Ltd shall be trained in dealing with and responding to complaints. This complaints policy shall be included within new staff induction training and reviewed as necessary.

Complaints Escalation

Eyton Solutions will always aim to address any complaint in a professional and timely manner in accordance with this policy. However, should Eyton Solutions be unable to satisfy the complaint of the delegate, they are within the right to escalate the complaint to the awarding/accreditation body of that qualification either by phone or email, details of which can be found on their respective websites. The table below lists the awarding bodies in relation to the course;

Course	Awarding body
SMSTS	CITB
SSSTS	CITB
Manual Handling	Highfields
Fire Warden	Highfields

Document Title:	Customer Feedback and Complaints Policy	Document No:	016
Issue Date:	01/10/19	Last Revised:	N/A
Approved by:	M Jones	Date Approved:	20/09/19
		Rev No:	001
		Author:	K Edwards

IOSH Leading Safely	IOSH
IOSH Managing Safely	IOSH

Should the delegate still not be happy with the outcome of their complaint, then they can contact Cymwysterau Cymru (Qualifications Wales) who are the qualifications regulator for wales following their policy on their website at www.qualificationswales.org .

Where the course has been delivered in England then the qualifications regulator is Ofqual who can deal with your complaint following their complaints policy on the Gov.uk website of which a link can be found here <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure> .

Document Title:	Customer Feedback and Complaints Policy	Document No:	016
Issue Date:	01/10/19	Last Revised:	N/A
Approved by:	M Jones	Date Approved:	20/09/19
		Author:	K Edwards