

COMPLAINTS POLICY

Statement of Intent

Wenlock Health & Safety Ltd is committed to provide all its clients, delegates and tutors with a high standard of service and endeavours to respond to any complaint with efficiency and courtesy.

Aim

We will provide a fair, clear and easy process for anyone wishing to make a complaint.
We will try and resolve complaints and repair any damaged relationships wherever possible.
We will handle all complaint information sensitively, telling only those who need to know and follow any relevant data protection requirements.
We will learn from any complaint and improve our services for the future.

Definition

A complaint is defined as any contact made by a client, delegate, or tutor, the purpose of which is to express dissatisfaction, whether justified or not.

Methods

If the Company receives a complaint about a service that has been agreed or delivered, we will address the issues raised by consulting with the employees involved in conjunction with their managers. We try and resolve most problems quickly and informally, if possible.

Post-training feedback forms are analysed after each session and any negative comments or complaints are followed-up within 48 hours of the course taking place.

However, we also provide an opportunity for clients, delegates and tutors to use our formal complaints procedure, as follows:

STEP 1

By telephone, office visit, in writing or by email. We acknowledge complaints on the same day they are received and give the name and contact details of the person allocated to deal with the complaint. Our aim is to provide a full reply within five working days.

Sometimes looking into complaints can take longer and involves more than one person, which can cause delays. If this happens we provide the complainant with a new date by which we will be able to reply.

STEP 2

If the complainant is dissatisfied with the response they receive, they are referred to a manager who then undertakes a separate investigation in consultation with the original employee/s involved. We commit to provide a full reply within five working days.

STEP 3

If the complainant remains dissatisfied they will be referred to a Director who will undertake a further investigation of the complaint and respond within ten working days.

At each step the complaint will be listened to sympathetically to establish the details. Relevant information and material will be recorded confidentially. We aim to rectify problems, through the most appropriate route, whether by repair, replacement or refund. We will also provide follow-up action, such as a letter of apology or a phone call to make sure that the problem has been rectified.

Appeals

Appeals relating to courses awarded by an external awarding body undertaken by delegates must be directed to the Company as soon as the requirement become apparent. Appeals procedures specific to each awarding body will be followed closely, with a good line of communication maintained with the delegate or person raising the appeal.

Appeals relating to the curtailment of services by WHS Management will be considered on a case by case basis. Dependant on each circumstance, Management reserve the right, as per our Terms and Conditions, to stand by their original decision. All appeals will be taken seriously and treated fairly, with professional and effective communication maintained to attempt a positive outcome.