



Policy & Procedure for Responding to Complaints

Purpose

The purpose of this policy is to outline the procedure relating to the handling of complaints.

Scope

This policy applies to all employees and extends to all activities relating to the work conducted by its employees including the delivery of training. The complaints procedure is open to employees, customers and other organisations or individuals who may have a complaint against the company or its representatives.

Policy Statement

We are committed to providing a high-quality, ethical training and consultancy service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Procedure

If you have a complaint, please contact us with the details.

Please use the following means of contact:

- **Telephone:** 01159 704 811
- **Email:** office@sherwoodtraining.co.uk
- **Post:** Sherwood Training Ltd, Unit 13, Lenton Business Centre, Lenton Boulevard, Nottingham NG7 2BY

You may also raise a complaint in person with a member of staff or representative of the company.

In either event, please make it clear that you wish to make a **formal complaint**.

We have 8 weeks to consider and respond to your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a written copy of this procedure.
2. We will then investigate your complaint. This will normally be led by a company director, who will review your complaint and speak to the company's staff or associates directly involved with any issue or issues outlined in the

complaint. The investigation may involve taking statements from others including potential witnesses and gathering any other evidence relevant to the complaint.

3. The Director will then invite you to a meeting to discuss and hopefully resolve your complaint. He or she will do this within 14 days of sending you the acknowledgement letter.
4. Within 3 working days of the meeting, the Director will write to you to confirm what took place and any solutions he or she has agreed with you.
5. If you do not want a meeting or it is not possible, the Director will send you a detailed written reply to your complaint, including his or her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter, usually an independent professionally qualified consultant, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

It is our sincere hope that the vast majority of issues will be resolved informally through this procedure. However, if you are still not satisfied, you can of course consider further action. You may wish for example, to take legal advice and consequently pursue any appropriate action you see fit.

If you have any questions regarding this procedure, please contact us.

Nick Butcher, Training Manager
15 October 2019

Review Schedule (annual review required):

Date:	Action Required:	Name:	Signature: