

Complaints Policy

C&W CHAMBER TRAINING will, at all times, endeavour to provide a consistently high standard of service. However, as in any organisation things do, occasionally, go wrong.

If something goes wrong, you should contact us straight away to give us a chance to put things right. Do this as soon as you notice the issue. Our contact details can be found below.

What is a complaint ?

If you are unhappy with any aspect of:

- the standard of service which you have received
- **C&W CHAMBER TRAINING** 's actions
- the lack of action

or

- an unnecessary delay

We would like to have the opportunity to resolve your problem.

If it's a simple complaint, we might be able to resolve it with a phone call. However, if it can't be easily resolved, we will log it as a formal complaint and follow the steps outlined in this policy.

What do I do now?

You may be able to resolve the complaint by taking it up immediately with the individual with whom you have been dealing, or with their immediate manager.

If you feel no satisfaction, please write to **C&W CHAMBER TRAINING** Operations Director. Please call **C&W CHAMBER TRAINING** on 024 7623 1122 if you are unsure who to address your letter or email to. We ask you to put your complaint in writing to avoid any possible uncertainty or misunderstanding. Alternatively, you may ask a member of staff to pursue your complaint on your behalf.

What should I include in my complaint?

Please include:

- your name and address
- details about what has gone wrong or has not been handled properly

- how you would like us to resolve your complaint

What happens next?

Once you have made your complaint you will be sent a written acknowledgement, as soon as possible, and certainly no later than three working days after it is received. Your complaint will be fully investigated by the Operations Director. A response will then be sent to you within ten working days of your complaint having been received. If, for some reason, it is not possible to respond within this time, a written explanation will be sent to you.

What if I am not satisfied with the response?

If you are not satisfied with the response you receive, you have a right of appeal to **C&W CHAMBER TRAINING's** Executive Director. You should write to the Executive Director who will consider your appeal. If the Executive Director considers it necessary, a further investigation may be carried out. The Executive Director will let you have a full response to your appeal as soon as possible. If this is likely to be more than ten days from your appeal having been received, again a written explanation will be sent to you.

Evaluation

Complaints are monitored in our Quality Assurance review to ensure that standards in dealing with complaints are met and that necessary improvements are identified.

C&W CHAMBER TRAINING Contact Details

Postal Address:
Commerce House
123 St Nicholas Street
COVENTRY
CV1 4FD
Telephone:
024 7623 1122

Email:
enquiries@cw-chambertraining.co.uk

This policy will be reviewed annually by C&W Chamber Training.

Signed: 
(Executive Director)

Date: 1st April 2022