

Corporate Coach Training Limited Complaints Policy

Reviewed October 2018

Definition

This document relates to corporate coach training process, in the event of any complaint, from a customer or supplier or anyone else, in relation to any provision of our service.

Most matters can be resolved informally by discussion by calling us on 01452 856091

But if you feel the problem needs to be put on a more official footing, please follow the process below.

A complaint is an expression of dissatisfaction from you about our products, services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints and feedback and we use them to improve our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- incorrect invoicing
- certificate spelling errors
- lack of response to queries
- unable to unsubscribe to emails
- Website issues
- incorrect products received
- delay with receipt of certificates

Investigation and Outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Corporate coach training's aim is to resolve all matters as quickly as possible. However, some issues may be more complex and therefore may require longer to be fully investigated.

Here are the steps:

1. We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.
2. Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.
3. If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting Christopher Farmer who will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response.

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you

Continuous Improvement

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.