

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.

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.

Policy Communication

This policy shall be communicated to all of our stakeholders both internally and externally through the means of the company website and through the terms and conditions of any services agreed with our customers. It is the company's aim to ensure that the customer is aware of this policy from the beginning of any agreement through these means and internal staff aware through induction training, with reviews carried out where necessary.

Verbal Procedure (All Services)

All oral complaints, no matter how trivial or seemingly unimportant should be taken seriously. Staff 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.
- Where the problem cannot be resolved the staff member should offer to contact the 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 accept blame, make excuses or blame other persons including other operatives.
- After talking the problem through the site operative or the 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 Director. Freely offering the appropriate address to the complainant.

Written Procedure (All Services)

- Where a complaint is received in writing the Director will record the complaint in the complaints record an acknowledge receipt of complaint within two working days. If necessary, further details maybe sort from the complainant.
- Where necessary the 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 short comings on behalf of the organisation's procedures should be identified and acted upon.

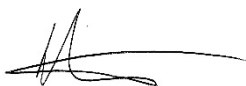
Complaints Escalation (Training Courses)

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
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Manual Handling	Highfields
Fire Warden	Highfields
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> .



Steve Hembury

Managing Director

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