

Complaints Form

Rawlings Consultancy Services Ltd is always seeking responses from its staff / tutors / clients and delegates. All complaints will be thoroughly and fairly considered, dealt with in a timely manner and then used as a basis for further improvement if appropriate.

This form provides staff/tutor/clients/delegates with a route by which they can express a complaint.

All complaints are treated in strictest confidence.

Part 1 Your personal details

Your Name:

Company Name [if applicable]:

Address:

Post Code:

Telephone/Mobile

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Email Address:

Part 2 Your complaint

Part 3 What would you consider being an acceptable outcome?

Please send your completed form to:

Donna Westhead
Consultancy Services Manager
Rawlings Consultancy Services Ltd
46 Roby Road, Huyton, L36 4HF

or email to:

donna@rawlingsrcs.co.uk

STEP 1

If you are unhappy with the way you have been treated or with the service we have provided then talk to any member of staff who is responsible or who is involved in the problem.

You can do this either in person or by telephone (0151 480 8968)

Your problem may be resolved on the spot.

Please Note: If you are dissatisfied with the outcome of an internal assessment you should refer to the Company Director, instead of following the complaints process.

STEP 2

If you find that Step 1 did not resolve the problem, you may wish to make a formal complaint. To do this you should:

- Put your complaint in writing.
 - A Customer Complaint Form is available from the Company, or online from [Complaints Form \(rawlingsrcs.co.uk\)](http://rawlingsrcs.co.uk/Complaints-Form)
- Send your complaint to:
 - Donna Westhead, Consultancy Services Manager, Rawlings Consultancy Services Ltd, 46 Roby Road, Huyton, L36 4HF or
- Email your complaint to: donna@rawlingsrcs.co.uk

You will receive an acknowledgement within 3 working days of its receipt and write back to you with a full response normally within 15 working days of receiving your complaint.

STEP 3

If you are dissatisfied with the response you receive, you may appeal to the Managing Director, in writing, stating your reasons.

Send your appeal to:

- Steve Rawlings, Rawlings Consultancy Services Ltd, 46 Roby Road, Huyton, L36 4HF or
- Email your appeal to donna@rawlingsrcs.co.uk

You will be notified in writing of the result of your appeal after all evidence has been reviewed. This will normally be within 10 working days of receiving your appeal.

If you are still unhappy

In the unlikely event that the matter is still not resolved to your satisfaction, you are advised to seek guidance from the Consultancy Services Manager regarding any further appeal outside of the Company.