

## Complaints Procedure (RCS/CC/01)

### Message from the Company Director

As a customer focused business we make every attempt to ensure all of our services are to the highest standard and exceed customer expectations.

However, if you have a genuine complaint about any part of the service provided by our company, I would like to invite you to complain by either discussing your complaint with one of our Training Consultants or completing a copy of our customer complaint form available from our office and posting it to our Training Co-ordinator, Donna Westhead at the address on the bottom of the form.

This complaints process applies to staff/tutor/clients and course delegates. All complaints are treated seriously and you will receive a response within 10 working days of receipt of your complaint.

*Steve Rawlings*

Company Director

## **1. Purpose**

To ensure that a reporting mechanism exists for all complaints by external and internal customers, including staff/tutor/clients/delegates and that all complaints are responded to effectively and preventative action takes place to prevent similar complaints arising in the future.

## **2. Responsibilities**

All Staff

## **3. Procedure**

### **3.1. Definition**

A customer complaint may be regarded as any dissatisfaction expressed by an external or internal customer, including staff/tutor/clients/delegates concerning the standard of service and support given by Rawlings Consultancy Services Limited.

#### **3.1.0. External Complaints**

A complaint originating from a learner, a subcontractor or an individual or group external of our organisation dissatisfied with any part of our services.

#### **3.1.1. Internal Complaints**

A complaint originating from a member of our staff, an associate or an individual directly or indirectly employed by our organisation.

#### **3.1.2. Informal Complaints or Concerns**

Individuals wishing to bring a concern about the standard of our services to our attention may do so informally without going through this formal procedure. All concerns will be recorded on the appropriate file and action will be taken to address the matter without causing any embarrassment to the individual raising the concern.

### **3.2. Resolving External Customer Complaints**

With all external customer complaints the member of staff receiving the complaint shall be the person responsible for recording the complaint on a Customer Complaint Register held on file in the General Office.

All external customer complaints are then to be forwarded to Donna Westhead, our Training Co-ordinator who will arrange a response to the external customer in writing.

The Training Co-ordinator shall use their discretion in determining the seriousness of the complaint and refer complaints outside their capacity to the Director for resolution.

### **3.3. Resolving Internal Complaints**

Any person wishing to discuss a complaint/grievance arising from their employment should, in the first instance, raise the matter with their Line Manager.

All internal complaints and action taken are to be recorded on the individuals personal file and, if appropriate in the Customer Complaints File.

If there is no satisfactory solution by the Line Manager within 7 days the issue is to be raised with the Director for final solution.

### **3.4. Complaints relating to Internal Verification of Certificated Awards**

All complaints relating to assessment and certification through the Internal Verification process shall be carried out in accordance with the recognised procedures.

### **3.5. Verification of Corrective Action**

The Training Co-ordinator shall monitor all complaints, ensure that appropriate action has taken place and the outcome has been recorded on the Customer Complaints Form (RCS/CC/101).

### **3.6. Preventative Action**

All external complaints received during the period shall be discussed at Team and/or Management Meetings as appropriate. Any pattern in external or internal complaints will be examined and corrective action taken to prevent such patterns in the future.

### **3.7. Complaints to funding bodies**

Where an individual wishes to complain directly to any funding bodies they should direct their complaint to the Training Co-ordinator and they will be advised of the appropriate contact details.

### **3.8. Review**

This procedure will be reviewed annually by the Training Co-ordinator to ensure it continues to meet its purpose.

## **4. Documentation**

The following documentation is required to carry out this procedure:  
RCS/CC/101 Customer Complaints Form

## **5. NEBOSH Complaints**

If **AFTER** the above process has been followed and NEBOSH learners remain unhappy with the outcome or how their complaint has been handled they have the additional right to escalate / progress their complaint directly to NEBOSH themselves.

Please following the link below to the NEBOSH website for further details.

[Customer Feedback and Complaints - NEBOSH](#)