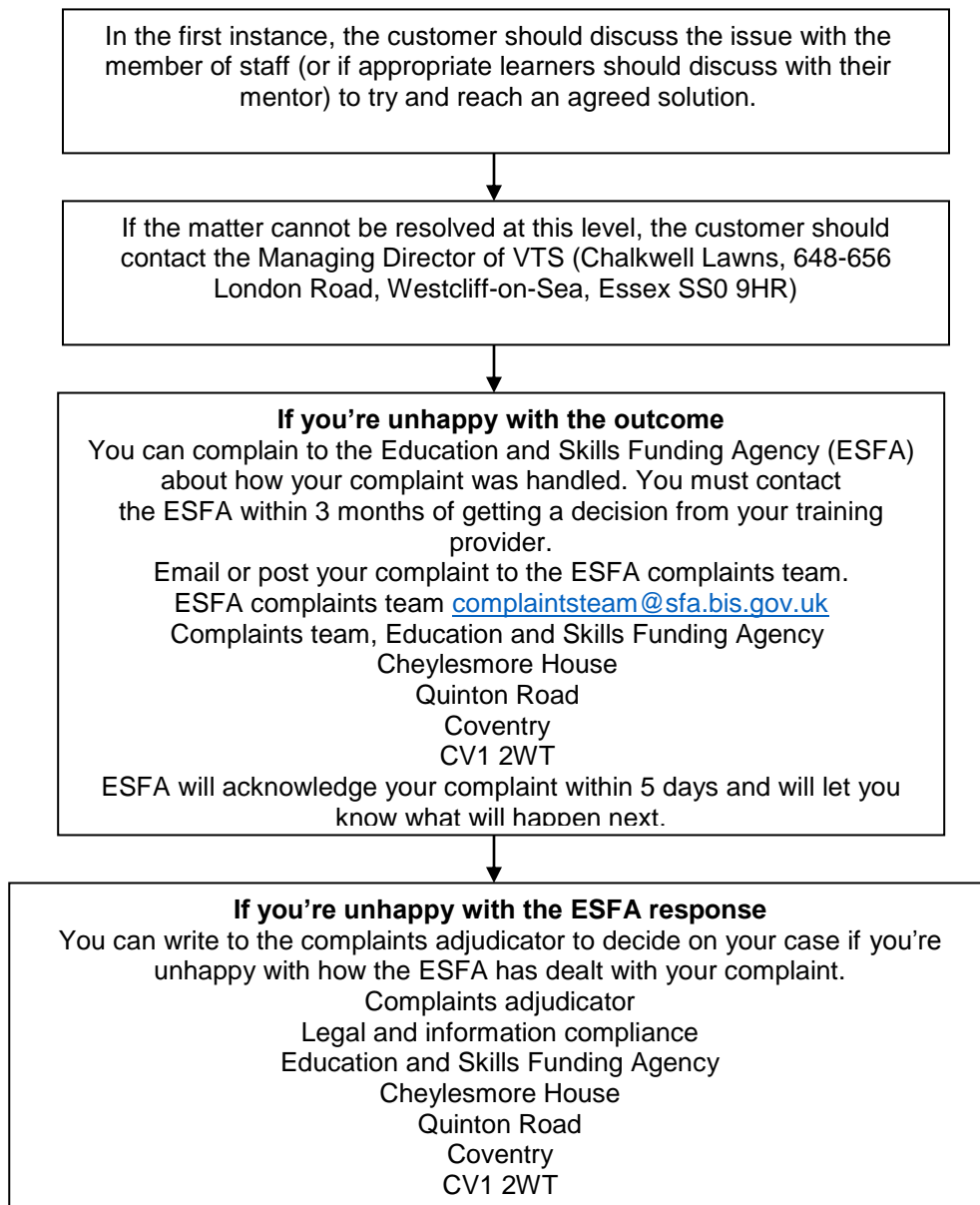


CUSTOMER COMPLAINTS PROCEDURE

Purpose / Scope

Vocational Training Services (VTS) recognises that on occasions customers may wish to seek redress for grievances relating to training, assessment or service provided. In this respect, it is the company's policy to encourage free communication between customers and the staff of VTS. Should any such problems arise, VTS will endeavour to resolve the matter quickly and efficiently. Periodic analysis of the recorded data assists in the evaluation of the effectiveness of the Quality System.

Note: Appeals made by Candidates, with regard to the assessment and verification of their learning qualifications, should be dealt with through the appropriate Appeals procedure.





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Customer Complaint Form

Name: _____ Ref No: _____

Address: _____

_____ Post code: _____

Email: _____ Tel no: _____

Date of complaint: _____ Date received: _____

Name of initial VTS Contact: _____

Name of VTS Investigator: _____

Date acknowledgment letter sent: _____ Date full reply letter sent: _____

Brief description of complaint: (please attach all relevant correspondence and paperwork)

Details of Investigation: (please include names of people involved)

Justified

Partly Justified

Not Justified

Record of outcome and corrective action to be implemented (please include date to be implemented and by who)



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COMPLAINT FORM

We are sorry that you have had cause to complain. We are committed to providing the highest possible quality in our provision and we are continually trying to improve the service offered to students and other customers. Please complete this form, including as much information about the problem as possible to enable us to fully investigate your complaint.

Please note that staff are under an obligation not to allow a complaint by a student to have any bearing on the way the student is treated or assessed.

Name

Date of Complaint

Address

Postcode

Tel No.

Course

Please set out clearly the nature and origin of your complaint.

Please continue on a separate sheet if necessary

Please describe the steps you have taken to resolve your complaint informally. If this has not been possible, or the outcome is not satisfactory, please explain why.

Please continue on a separate sheet if necessary

Signature of complainant



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