

COMPLAINT HANDLING POLICY & PROCEDURE

It is the policy of Safe Construction Training Solutions Ltd to investigate all complaints received from customers, however communicated. The following procedure defines the process for handling, recording and investigating complaints and for ensuring adequate measures are implemented to prevent recurrence.

1. Any complaints received from a customer by a team member, regarding any service, should be passed to the Operations Director. In their absence, a team member nominated by the Operations Director will undertake this duty, ensuring the Operations Director is notified of any issues arising on their return.
2. The Operations Director will ensure that Complaint Form is completed, and that all directors are informed.
3. The Operations Director, in conjunction with the relevant team member, will be responsible for liaising with the customer raising the complaint.
4. On receiving notification of a complaint, the Operations Director will be responsible for discussing the issue(s) raised with those involved and for documenting responses to all issues raised.
5. The outcome of the discussion, together with any agreed actions, will be fed back to the Director in a timely manner, no later than five days after receipt of the initial complaint. If, for any reason, this is not reasonably achievable, the Operations Director will communicate with the customer to manage their expectations and to agree a response date.
6. All complaints will be reviewed by the Safe Construction Training Solutions Ltd during regular meetings.



Andrew Sutton
Director
Dated: April 2025