



COMPLAINTS POLICY AND PROCEDURE

JLH Fire Safety Services recognises the importance of learner complaints and welcomes feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of JLH Fire Safety Services in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service.

A complaint is a way of letting us know that you are not happy with a particular service and we welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received. So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service, or set of services we provide

PROCEDURE

In the first instance, the complaint should be discussed with the staff member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and held on file. There will be no further action taken.

The company Administrator will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the Awarding Body will be made aware if this is relevant.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.

This policy has been approved & authorised by:

Jonathan Harrison, Managing Director

Date:



RECORD OF COMPLAINT

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:

Date:

Signed by:

Date: