

## Complaint Procedure

### Meeting Customer Expectations

The satisfaction of our customers is essential to us and we hope that the services you receive from us are of the quality you need. However, we know that there may be an occasion when you feel unhappy with the service you receive, or have a suggestion of how to improve it. We like to resolve concerns, mistakes and misunderstandings quickly and we can best do this if you contact us directly.

However, if we cannot solve the problem straight away, or it is not to your satisfaction, then you are able to use our complaints procedure which enables us to make sure we put things right when they go wrong and change or improve the way we provide our services.

### When to Complain

Our complaints procedure is intended for those times when you feel we have not delivered the service which we should have done. Examples of when to complain are if we;

- Failed to take action after you first contacted us
- Failed to provide a service at an agreed day/time
- Failed to provide a service to the standard expected of us
- We have not been patient, helpful and respectful
- Get something wrong

### How to Complain

In the first instance, you should speak with the trainer who is delivering the training service for you as they will aim to resolve the issue immediately. However, if you feel unable to do this, or would prefer to speak with somebody after the training event, you can contact us by telephone or email. There are different ways which you can contact us;

- By telephone on 01625 520434
- By email to the Managing Director at [mark@ringwaytraining.co.uk](mailto:mark@ringwaytraining.co.uk)
- By letter to Mark Mallender (Managing Director), Ringway Training, 26 Windermere Road, Handforth, Wilmslow, Cheshire, SK9 3NH

If you contact us by email or letter, please ensure that you include your name, address, the date of the training service, the course title, details of your complaint (please tell us as much as possible about your complaint), a way which we can contact you and a preferred time for this to happen and details of if you have contacted us before about this matter and if so, who you spoke with We will commit to responding to your complaint by your preferred method within 48 working hours of receipt.

**Anybody who requires further explanations of this procedure should contact Mark Mallender (Managing Director) on 01625 520 434 or at [mark@ringwaytraining.co.uk](mailto:mark@ringwaytraining.co.uk)**

Issue	Change	Date	Author	Approver
1	First original edition	1/9/2011	Mark Mallender	Richard Butler

2	No changes made	1/9/2012	Mark Mallender	Richard Butler
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