



## COMPLAINTS POLICY

### 1 INTRODUCTION

We want to help you resolve your complaint as quickly as possible.

At ECG we are committed to providing best quality customer service to all our clients and prospective clients. We therefore welcome comments about our service so that we may continually improve.

We want to help you resolve any concerns as quickly as possible and will progress any issues on the following basis:

We treat as a complaint any expression of dissatisfaction with our service or products even if it has not been positioned as a formal complaint.

We will listen to your concerns, treat them seriously, and learn from them so that we can continuously improve our service.

### 2 POLICY

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff
- any action or lack of action by staff affecting an individual or group

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

### 3 PROCEDURE

Our standards for handling complaints

- We treat all complaints seriously, whether they are made by letter, phone call or email.
- You will be treated with courtesy and fairness and would ask that you approach our staff with the same respect.
- We will deal with your complaint promptly. An acknowledgement will be sent by email within 3 working days.
- Once the issue has been investigated and resolved, we will send a full reply detailing the outcomes.
- In line with our ISO Quality standard, we maintain an annual report of all complaints received and seek to improve our processes and procedures where possible to avoid future similar issues.



#### 4 HOW TO COMPLAIN

You can make a complaint by email to [enquiries@ecgtraining.co.uk](mailto:enquiries@ecgtraining.co.uk) or by post to

ECG  
The Old Brewery  
The Stocks  
Cosgrove  
MK19 7JD

0845 423 8993

#### IF YOU REMAIN DISSATISFIED

If having contacted ECG with a complaint you remain dissatisfied, you can ask to have your complaint reviewed by our Managing Director.

Please contact Jane Lambert again via email at [jane@ecgtraining.co.uk](mailto:jane@ecgtraining.co.uk)