

Complaints Policy and Procedures

Last Updated:	March 2025
Approval Date:	September 2014
Review Date:	September 2025

1. Policy statement

- 1.1 EAS Mechanical Limited endeavours at all times to offer a high level of customer service to all our customers and clients. However, we recognise that sometimes circumstances may arise which adversely affect the usual quality of service we offer.

All in such cases we would ask you to notify us without delay. The feedback is required, by our internal systems, to be referred to the Senior Management Team to ensure a thorough investigation takes place and that you are kept informed on an on-going basis.

2. Aims of the policy

2.1 The aims of the Complaints Policy and Procedure are to:

- Deal with any grievances from students or members of the public in a prompt and efficient manner;
- Ensure that minor complaints do not turn into major grievances;
- Address common areas of concern at the earliest opportunity and in a positive manner;
- Reduce the number of complaints received by the centre; and
- Constantly strive to provide a better service.

3. Complaints and appeals procedure

1. Any complaint made by telephone or by visiting our premises in person will be dealt with immediately. Any matter which cannot be resolved immediately, or which needs further investigation by the Management will be given priority and you will be updated on an on-going basis, as per steps iii. onwards as detailed below.
2. Clients or candidates who wish to make a formal complaint in writing should address their complaint to the Senior Management Team and follow the stages as below:
 - i. The complaint, whether via letter or email, should detail the exact nature of the complaint with supporting evidence, wherever possible.
 - ii. All written complaints will be acknowledged immediately either by email or return of post.

- iii. Your complaint will be addressed by the most appropriate person in the Senior Management team, who will keep you informed of progress being made if any further investigation is necessary.
- iv. All written complaints will receive a full written response from a member of the Senior Management Team as soon as a full investigation has taken place but no later than two working weeks.
- v. In the event that a client is not satisfied with the response from the Senior Management Team, the concerns should be put in writing to the Managing Director, within seven days of the date of the response.
- vi. In the event that a client is still not satisfied, the client can appeal to the relevant Awarding Organisation using their own procedures.
- vii. If the client still remains unhappy, the client has the opportunity to raise their appeal to the Qualification Regulators. EAS Mechanical Ltd will be obliged as part of this process, to provide details of the appropriate contacts as required.

EAS Mechanical is committed to offering a high level of service and welcomes feedback of any kind from clients.

This policy has been approved & authorized by:

Name: Eamon Wilson **Position:** Managing Director

Signature:  **Date signed:** 7 March 2025