

# Complaints Policy and Procedures

---

Last Updated:	September 2017
Approval Date:	September 2014
Review Date:	September 2023

## 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 Centre Manager 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 college; and
- Constantly strive to provide a better service.

## 3. Complaints 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.
2. Clients or candidates who wish to make a formal complaint in writing should address their complaint to the Centre Manager. The complaint should detail the exact nature of the complaint with supporting evidence, wherever possible.
3. All written complaints will be acknowledged immediately either by email or return of post.
4. You will be kept informed of progress being made if any further investigation is necessary.

5. All written complaints will receive a full written response from the Centre Manager as soon as a full investigation has taken place but no later than two working weeks.
6. In the event that a client is not satisfied with the response from the Centre Manager, the concerns should be put in writing to the Managing Director, within seven days of the date of the response.
7. In the event that a client is still not satisfied, the client can appeal to the relevant Awarding Organisation using their own procedures.
8. If the candidate still remains unhappy, the candidate has the opportunity to raise their appeal to the Qualification Regulators.

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:** 8 Sept 2022