

Occuteach

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COMPLAINTS POLICY

Here at Occuteach we strive to give our customers the best possible service that they expect; we recognise that sometimes things may go wrong. If for any reason you are dissatisfied with the service that we provide, please let us know so we can deal with your query and improve the service we provide.

What is a complaint?

A complaint is when you inform us that you are not happy about the service we provide. It can be about anything and could include:

- Service not delivered on time
- The wrong information has been given to you or the learner
- You have received a poor-quality service
- You have an issue with a member of staff

We ensure that:

- Making your complaint is as easy as possible
- We will treat your complaint seriously and with the utmost professionalism
- We will deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

However, the complaint is received; it will be dealt with efficiently and effectively, with the aim of resolving the issue as quickly as possible, to the satisfaction of the customer. Trainers or learners should make the complaint to Occuteach who will do their utmost to resolve the concern.

How to make a complaint

If you wish to make a complaint you can contact Occuteach in any of the following ways listed below:

Telephone: 01934 906311

E-Mail: info@occuteach.co.uk



Complaint's procedure

If we receive a complaint, we will try to resolve it immediately if we can and notify you of the outcome. We will send you:

- An acknowledgement within 48 hours
- Details of who will be dealing with the complaint
- Final response will be within 10 working days

If we are unable to resolve the complaint immediately, we will:

- Ask for any further information required
- Within 10 working days:
- Send a response
- Update you and state when we hope to complete our investigations

We record all complaints and review them to consider if we need to make any changes to improve our services or prevent any re-occurrence.

If for any reason you are unhappy with our response to your complaint you can contact:

Lisa Haines, Owner Occuteach.

Telephone: 01934 270724

Mobile: 07957 998340

E-Mail: lisahaines@occuteach.co.uk

Your complaint will be fully investigated, and a response issued within 10 working days.

This policy has been approved & authorised by:

Lisa Haines

Owner

Occuteach

Date: 26 May 2021