



Crowood House North, Gipsy Lane, Swindon, Wiltshire. SN2 8YY

## Complaints Policy

We are committed to providing a high quality, accessible and responsive training environment to our customers. One of the ways in which we can continue to improve our service to you and other customers is by listening and responding to your comments and complaints.

We are always pleased to receive your comments about our work. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our customers.

If you have a complaint about any aspect of our service, we want to hear from you. Your complaint will be taken seriously and will be addressed as quickly as possible.

You can send us your comments or complaints, confidentially by telephone, email or in writing to the Managing Director, Bob Hayward.

- Managing Directors Personal Phone Number: 07798 930 755
- Personal email: [bob.hayward@bemoreeffective.com](mailto:bob.hayward@bemoreeffective.com)
- Address: Crowood House North, Gipsy Lane, Swindon, SN2 8YY

To help us investigate your complaint, please provide as much of the following information as possible:

- A clear description of the complaint and background to the situation
- Details of any reference numbers
- What you would like us to do to resolve the situation
- Your full postal address, telephone number and email address if you have one.

We will acknowledge your complaint within two working days and hope to respond in full within five working days.

Signed

Bob Hayward

Managing Director

Date: 15<sup>th</sup> May 2018

Date of review: 1st February 2019