



## COMPLAINTS PROCEDURE

If you have a complaint about our Organisation we want to hear about it, and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all our activities and services.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances.

Every attempt will be made to resolve disputes as near as possible to the point of origin

DYB-Training Ltd will keep complaint records for no more than 12 months once the formal outcome has been confirmed

### INFORMAL PROCEDURE

The DYB-Training Ltd would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance, speak to your trainer whilst you are attending the training. Alternatively, contact the DYB-Training Ltd and speak to your trainer or to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

### FORMAL PROCEDURE

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed

The complainant will be required to submit a formal complaint in writing, outlining the details of their concern. This should be sent to DYB-Training Ltd by email at the following address – [nikki@dybtraining.co.uk](mailto:nikki@dybtraining.co.uk)

The matter will be investigated and within 10 working days of receiving the written complaint, DYB-Training Ltd will confirm their response in writing

Decisions by the Head of DYB-Training Ltd are final

If the complainant disagrees with the result of the formal appeals procedure the matter may be referred to a relevant independent third-party, as appropriate, at the discretion of DYB-Training Ltd