

COMPLAINT POLICY & PROCEDURE

1) Purpose

Engineering Trust Training Ltd (ETT) aims to provide high quality services which meets the needs of all stakeholders. We believe we achieve this the majority of the time however, from time to time things may go wrong. If any stakeholder feels we are not getting it right they must let us know.

Please note there is a specific Complaint & Grievance Policy & Procedure for apprentices who are learning with us.

2) Informal Complaint

If you are unhappy about any instance related to ETT service please speak, in the first instance, to a relevant Staff Member or Manager. If you are unsure of the approach to take please speak to any staff member, in confidence, for advice and guidance.

We will work to understand and respond to your complaint, with a response often given to you straight away. If the matter is more complicated, we will give you at least an initial response within five working days.

If after we have responded you are not satisfied, please lodge a Formal Complaint.

3) Formal Complaint

If you are not satisfied with our initial response or wish to raise the matter more formally, please write to the Chief Executive. Should your complaint be against the Chief Executive please write to the Chair of Trustees.

All formal complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint fully and give you a response within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of Trustees who will refer the matter to the next Trustees meeting, at which it will be discussed and any further steps needed to resolve the situation agreed.

4) Lodging a Formal Complaint

Please send any Formal complaint to the Chief Executive, marked Private & Confidential, to: Engineering Trust Training Limited, 2 The Courtyard, Home Farm, Caversfield, Bicester. OX27 8TG