

COMPLAINTS POLICY & PROCEDURE

At HGVC we aim to provide a high quality managed training solution which meet your needs. We believe we achieve this most of the time: but if we are not getting it right, please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your experience or if something hasn't gone as expected. We handle unhappiness with our services, which calls for a response, as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. If you are unhappy about any aspect of our service, please speak to us and we will do our best to resolve the issue in a fair and timely manner. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

The policy of our organisation is to deal with all customer complaints fairly. To achieve this we have implemented the following procedures within our business:

1. All complaints are recorded on our system and will include details about the date when the complaint was received, the action required to resolve the complaint and the date when the action will be completed. Intermediate discussions about the complaint will also be recorded.
2. We undertake to investigate any complaint properly and fairly.
3. We will aim to resolve all complaints within a period of three working days, although there may be occasions when the investigation process takes longer than this, if it does we will continue to communicate with you regularly to ensure you know what is going on.
4. Where we find that any work is required or action needed to resolve the complaint then the work or action will be undertaken in the shortest possible time.