

## **EUROSOURCE SOLUTIONS LIMITED**

### **CUSTOMER COMPLAINTS PROCEDURE**

The following applies to all projects/work undertaken by Eurosource Solutions Limited.

We want to provide good-quality services for everyone, but things go wrong. If they do, we need to know about them so that we can put them right and learn from them. This will help us to improve our performance.

#### **How will we do that?**

We will make it easy for you to make a complaint by doing the following.

Giving you the chance to make a complaint:

- in person
- by phone 01782 711927
- in writing (Suite 4, Leeds House, 79a High Street, Newcastle-under-Lyme, Staffordshire, ST5 1PS)
- by using a complaint form
- by email at [info@eurosourcesolutions.com](mailto:info@eurosourcesolutions.com)
- by visiting our website and following the link

#### **What is a complaint?**

Anyone who feels that they have had a poor service from us, or from someone providing the service for us, and have tried to get the problem solved by speaking to someone in the relevant department. This will affect you and will need a particular response from us.

#### **What happens then?**

We will treat your complaint as confidential at all times, and will deal with it in the following way.

#### **Response from us**

We will acknowledge your complaint within two working days of receiving it. We will tell you the name of the person who is dealing with your complaint. You will receive a full response within five working days. If this is not possible, we will send you a letter explaining why there is a delay and saying when you will receive a full response.

## Solutions

If your complaint is accepted, the person involved will try to solve the problem by doing the following.

- Apologising to you and explaining what went wrong
- Providing the service you are entitled to receive
- Changing procedures so that the mistake is not repeated
- Asking you to detail any recommendations of areas where we can improve our performance concerning the information, advice and guidance given

### EUROSOURCE SOLUTIONS LIMITED

#### CUSTOMER COMPLAINTS FORM

<b>Name:</b>	
<b>Email:</b>	
<b>Company Name:</b> (if applicable)	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>Which service is your complaint about?</b>	
<b>Type of complaint:</b>	


<p><b>How do you think we should respond to your complaint?</b></p> <p><b>(please use this section to tell us what you think we should do about your complaint)</b></p>	
<p><b>Please detail any recommendations of areas where we can improve our performance concerning the information, advice and guidance given</b></p>	

Once this policy has been exhausted, learners / members of staff will be referred to one of the following Awarding Bodies, as appropriate:

- HABC
- OCR
- NCFE
- CACHE
- CMI

**FOR OFFICE USE ONLY**

<b>Date complaint received:</b>	
<b>Complaint to be dealt with by:</b>	
<b>Date complaint resolved:</b>	

Signed: 

Date: 18/06/2019

**Position: Compliance and Quality Assurance Manager**