



Complaints Policy

NOTE: This is a CONTROLLED Document.

Policies are reviewed annually and in line with any regulatory requirements, changes in law or business amendments. Please note that the online version is the only version that is maintained. Any printed copies should, therefore, be viewed as 'uncontrolled' and as such, may not necessarily contain the latest updates and amendments.

Complaints Policy

Introduction

This policy is aimed at customers and users of Avensys UK Ltd (The Company) services. The Company considers feedback received through complaints vital in monitoring and improving the quality of its services. Complaints will be managed in accordance with the Complaints policy and procedure as relevant to all divisions.

The Company is confident in providing a high-quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should customers feel they have encountered a level of service that is below both your and our expectations that you raise any concerns you may have with Avensys UK Ltd employees immediately so that they can be addressed and responded to.

Scope

This policy covers complaints which customers, learners, members of the public, or visitors may wish to make in relation to the associated services offered by The Company.

It is not to be used to cover enquiries about services offered or appeals in relation to decisions made by Avensys UK Training Ltd. Information about the former is contained in our Customer Service Policy.

How should I complain?

Each division of the Company will follow procedures as detailed in the policy to respond to complaints received. Their escalation processes will be explained upon receipt of complaints, should the complainant not be satisfied with outcomes from investigation.

Avensys UK Ltd employees seek to help our customers, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If unsatisfied, the procedure for complaints will be upheld and you can ask to speak to the manager in charge of that team.

If this is not possible, or if you are not satisfied with the help provided by the manager, please send a written complaint, normally within one month of the event you are complaining about. Written complaints can be forwarded by using the contact details at the end of this policy.

If I complain, what details do I have to give?

When you contact us, please give your full name, contact details including a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the complaint.

Complaints brought to our attention

Customer satisfaction is the cornerstone of all good businesses. The Company prides itself with good customer satisfaction. We have an established procedure for customer feedback which provides specific instructions to ensure that customer feedback is correctly captured and analysed. Ensuring the customer feels valued and satisfied. Should there be an instance of complaint, The Company will follow procedures for receipt, recording and response to customer complaints.

What will happen to my complaint?

The receipt of your complaint will be immediately acknowledged and responded to with a phone call in the first instance detailing our responsive actions and escalations as necessary, followed by an email or letter within 5 working days, letting you know who is investigating your complaint and /or any corrective actions, if closed and within the timescale.

Your complaint will normally be investigated within 15 working days if it cannot be addressed immediately. If your complaint is more complex or involves people who are not available at the time, this may be extended to 20 working days. You may be contacted within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we will inform you of our decision in writing.

What happens if my complaint is upheld?

If any part of a complaint is upheld, we will of course respond to the complainant accordingly and give due consideration to how we can improve our service. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint is justified and indicates a failure in our processes we will take appropriate actions such as:

- Identifying any other learner who has been affected by that failure,
- Correcting, or where it cannot be corrected, mitigating as far as possible the effect of the failure, and
- Ensuring that the failure does not recur in the future.

The Company shall identify and implement any changes necessary to ensure and maintain the continued suitability and effectiveness of service delivery in our use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

Records of all customer complaint investigations shall be maintained.

If investigation determines that the activities outside the organisation contributed to the customer complaint, relevant information shall be exchanged between the organisations involved.

If any customer complaint is not followed by corrective and/or preventive action, the reason shall be authorised and recorded.

What if I am not happy with the reply?

If you are still unhappy with the decision taken by the relevant investigating person in reviewing the complaint you can then take the matter to Escalation. You can do this by contacting us and asking for the relevant Line Manager or indeed Operations Manager.

Review arrangements

We review our complaints policy and its associated procedures regularly as part of audit arrangements, the Company will revise it as and when necessary, in response to customer feedback. If you would like to feedback any views, please contact us via the details provided below.

Contact us

For complaints or further information, please contact us on 01562 745858 or info@avensysmedical.co.uk

If you have any queries about the contents of the policy, please contact our Quality and Assurance Manager on 01562 745858

Annex A – Customer Complaints Procedure

