

## **Complaints Process**

### **Why your feedback is important to us**

We value all customer comments and want to hear about matters affecting you so we can continuously improve our products and services.

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

A complaint is an expression of dissatisfaction which requires a formal response. We will investigate complaints:

- about our products and services
- if you have received a less than satisfactory experience after contacting us.

Complaints must be submitted within six months of the incident and will be handled sensitively and efficiently in line with our policy.

Complaints are usually resolved by the immediate person in question. If this is not possible or if the person was the source of your complaint, the matter will be escalated to our complaints manager (see below).

### **Who can complain?**

Anyone who has directly accessed our products or services can make a complaint.

### **What is your complaint about?**

If your complaint relates to any of our products and services, you have received a poor experience or feel you have been treated unfairly, we want to hear from you. So we can deal with your complaint as quickly as possible, please provide the following information (as appropriate):

- name, address and contact number
- your name (address and contact number if different from above)
- the qualification the complaint refers to
- any other products/services/experience the complaint refers to
- an outline of the complaint
- what you expect as an outcome to the complaint
- copies of any relevant correspondence.

## **Complaints about exam results**

If your complaint relates to results then if external will be referred to the relevant exam body – UKATA, SMSTS IOSH NeBosh,

## **How to contact us**

Please send your complaint to Mr Malcolm Sargent - Admiral Malcolm Sargent  
[malcolm.sargent@admiralsafetyltd.co.uk](mailto:malcolm.sargent@admiralsafetyltd.co.uk)

## **Our commitment to you**

- We will resolve your complaint as soon as possible
- All complaints will be acknowledged within three working days of receipt
- We aim to provide a full response within 10 working days
- In cases where we need more time to fully address your concerns, we will let you know when you can expect a resolution

## **When will complaints not be pursued?**

We reserve the right to cease corresponding with a customer if their correspondence is, in our reasonable opinion, frivolous, vexatious or abusive.

## **Confidentiality and whistle-blowing**

Where a complainant wants to remain anonymous, we will not disclose their identity unless legally obliged to do so. We will keep you informed of extended timescales should the anonymity impact on our commitment to you. Sometimes we may need your contact details solely to inform you of an outcome/decision.

*NB Anonymity may mean we can't fully investigate a complaint and thus result in no further action being taken.*

Andrew Nelson

Director

1<sup>st</sup> January 2015