



ALLSET SAFETY TRAINING

Innovation Centre Medway,  
Chatham, Kent, ME5 9FD

May 2021

## Complaints Procedure.

### Staff Complaints.

On receipt of a **complaint**, all cases will be logged in the Allset Safety Training Ltd complaints register.

Louise Settle or Jamie Settle will communicate directly to the member of staff involved in person to resolve the situation. All resolutions will be recorded in writing including any time scales that are agreed and any remedial action required.

### Tutor Complaints.

On receipt of a **complaint**, all cases will be logged in the Allset Safety Training Ltd complaints register.

Louise Settle or Jamie Settle will communicate directly to the tutor in person to resolve the situation. All resolutions will be recorded in writing including any time scales that are agreed and any remedial action required.

### Client Complaints.

On receipt of a **complaint**, all cases will be logged in the Allset Safety Training Ltd complaints register.

A written acknowledgement will be sent by close of business on the following business day.

Louise Settle or Jamie Settle will contact the client directly by telephone or in person to resolve the situation.

All resolutions will be recorded in writing including any time scales that are agreed and any remedial action required.

### Delegate Complaints.

On receipt of a **complaint**, all cases will be logged in the Allset Safety Training Ltd complaints register.

A written acknowledgement will be sent by close of business on the following business day to the delegate's employer.

Louise Settle or Jamie Settle will contact the delegate and their employer to resolve the situation.

All resolutions will be recorded in writing including any time scales that are agreed and any remedial action required.