



Company Complaints Procedure

1. Introduction

Our company is committed to providing high-quality services and products. However, we understand that there may be times when our customers are not satisfied. This procedure outlines how to make a complaint and how we will handle it.

2. How to Make a Complaint

- **In Person:** Visit our trainers at any of our locations.
- **By Phone:** Call our customer service number 07774318384
- **By Email:** Send an email to support@transform-training.com with the subject line "Complaint".
- **Online:** Fill out the complaint form on our website at transform-training.com.

3. Information Required

When making a complaint, please provide the following information:

- Your name and contact details
- Details of the product or service you are complaining about
- A clear description of your complaint
- Any supporting documents or evidence

4. Acknowledgment of Complaint

We will acknowledge receipt of your complaint within 10 working days. This acknowledgment will include:

- A reference number for your complaint
- The name of the person handling your complaint
- An estimated timeframe for resolving your complaint

5. Investigation

Your complaint will be investigated by a member of our customer service team. This may involve:

- Reviewing your account and transaction history

- Contacting you for further information
- Liaising with other departments or third parties

6. Resolution

We aim to resolve all complaints within 28 working days. Possible outcomes include:

- An apology and explanation
- A refund or replacement
- An offer of compensation
- Changes to our policies or procedures

7. Escalation

If you are not satisfied with the initial response, you can escalate your complaint to:

- **Stage 1:** Customer Service Manager
- **Stage 2:** Head of Customer Service
- **Stage 3:** Independent Adjudicator (if applicable)

8. Final Response

We will provide a final response in writing, detailing the outcome of our investigation and any actions taken. If you remain dissatisfied, you may have the option to refer your complaint to an external body, such as an ombudsman.

9. Monitoring and Review

We regularly review our complaints procedure to ensure it remains effective and fair. Feedback from complaints is used to improve our services and prevent future issues.