

**POLICY STATEMENT**

We set high standards across the full range of services we offer. We aim to deliver those standards all of the time. But we also know that we don't always get it right - and when we don't measure up, we want clients to tell us about it. We also want clients to tell us when they're particularly pleased with us, when we exceed their expectations. We can then learn from both our mistakes and successes, and make services even better in the future.

**GLOSSARY OF TERMS**

**CROSS REFERENCES and other RESOURCE MATERIAL**

[Complaint and Commendation Form](#)

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## Policy

### When Should I Complain or give a commendation?

- If any of our services haven't reached the standard you expect or exceeded your expectations.
- If there's a fault or problem you think we should fix.
- If you feel a member of our staff has treated you badly or unfairly or was exemplary in their duties.
- If we don't do something we have promised to do.
- If you are unhappy about anything else we have (or have not) done.
- You may also want to compliment us when we've helped you in a particular way, or where we've done more than you expected of us.

### How Can I Complain?

If you just want to speak informally to your instructor, please do so.

But if your problem is complex, you feel uncomfortable in talking directly to your instructor, or perhaps we may have failed to do something we promised to, the easiest way to inform us is to fill in the [Complaint/Compliment Form](#) or send an email. Alternatively you can write a letter.

### Compliment

If you are making a compliment you can also use the Complaint/Compliment Form, write to us or send an email. We will make sure it is passed on to the staff involved.

### What We Will Need To Know

- Your name, and details of how to contact you.
- Details of your complaint or compliment.
- What you want us to do to put things right.

### What You Can Expect From Us

We will:

- Investigate your complaint carefully and thoroughly.
- Write back to you to acknowledge your complaint within 5 working days.
- Write back to you with a full reply in 21 working days (occasionally we may need longer than this, but when we do, we will tell you why this is and when we can reply).
- Our staff will be polite and give their name when speaking to you.
- Our letters will be written in everyday language, avoiding jargon.
- You will not be treated any less favourably as a result of complaining about our services.
- There are some things we can't change...such as things we are required to do by law, or policies which have been set which guide the way some services are

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delivered. But we will always explain why this is, and tell you who else to contact if you are still unhappy.

**What you can do if you are unhappy with the outcome of your complaint or don't wish to contact us.**

If you are unhappy with the outcome of your complaint or feel uncomfortable writing or speaking directly to us, you can contact the Health and Safety Executive (Northern Ireland) directly.