

# Complaints policy statement

## This is the Complaints Policy Statement of Tockwith Training

### Our statement of general policy is:

We are committed to providing a high quality, accessible and responsive training environment to our customers. One of the ways in which we can continue to improve our service to you and other customers is by listening and responding to your comments and complaints.

We are always pleased to receive your comments about our work. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our customers.

If you have a complaint about our service we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible.

You can send us your comments or complaints on our training services, which we will deal with confidentially, by telephone, email or in writing.

Telephone 01904 737049

Email [bookings@tockwithtrain.co.uk](mailto:bookings@tockwithtrain.co.uk)

Post Tockwith Training, The Training Centre, Shirbutt Lane, Hessay, York, YO26 8JT

To help us investigate the complaint, please provide as much of the following information as possible;

- A clear description of the complaint and what you would like us to do.
- Details of any reference numbers
- Your full postal address, telephone number and email address if you have one.

We will acknowledge your complaint within two working days and hope to respond in full within 5 working days.

Signed - Laurie Moore

Position - Director

Date - 1st January 2015