

POLICY STATEMENT

COMPLAINTS PROCEDURE

How we deal with complaints

Our commitment is to treat every complaint seriously and deal with it sympathetically and confidentially. We will always do all we can to sort out the complaint fairly and to your satisfaction, although there may be times when we cannot do exactly what you want. If you are not satisfied with any aspect of the service or support you get from us please:

- Write, call or email us
- Explain what has gone wrong and why you are not satisfied; and
- Say what you would like us to do about it.

We will then investigate the problem and if we cannot put it right within seven working days we will then raise the issue with the Managing Director and ask him to contact you directly.

Email:	enquiries@darleytraining.com
Phone:	01424 429 222
Address:	Darley Training Ltd 34 Cambridge Road Hastings East Sussex TN34 1DT

Last updated – 01 August 2015