

Compliments, Comments, Complaints & Appeals Policy

Purpose

As an organisation we are committed to providing a customer focused, consistent, credible and continuously improving portfolio of services and as such are committed to listening and responding to our customers, associates and partners.

Definitions

What is a “compliment”? – A compliment is when a customer gives us feedback about how we have delivered a positive service and or exceeded expectations.

What is a “comment”? – When a customer, an associate or partner provides a suggestion, or offers an idea on how we can improve our delivery of a service.

What is a “complaint”? – A complaint is an expression of dissatisfaction about the service or person made in writing that requires further investigation.

Comments and Compliments

We want to continually improve the service we provide and are committed to giving all of those we deal with the opportunity to express satisfaction, or dissatisfaction, with our service, policies, processes and procedures, and to improving those policies, systems and procedures where appropriate in order to improve our service.

Equally, we need to know when we do things well so that we can disseminate best practice across the organisation. You can make a compliment, and or comment either by phone, letter, and email to **Assessment Services Ltd** or by completing one of our online feedback questionnaires issued following a formal engagement with an Assessment Service’s service.

Complaints

If you have a complaint, this is to be formalised in writing either by email or a letter. If we cannot resolve your complaint immediately, we will acknowledge receipt of your complaint within three working days and will aim to provide a full response within 10 working days. If we cannot do so we will keep you informed of progress towards providing a full reply. *A Complaint must be registered within 14 days of the completion of services / assessments provided by Assessment Services Ltd unless there is an extenuating circumstance.*

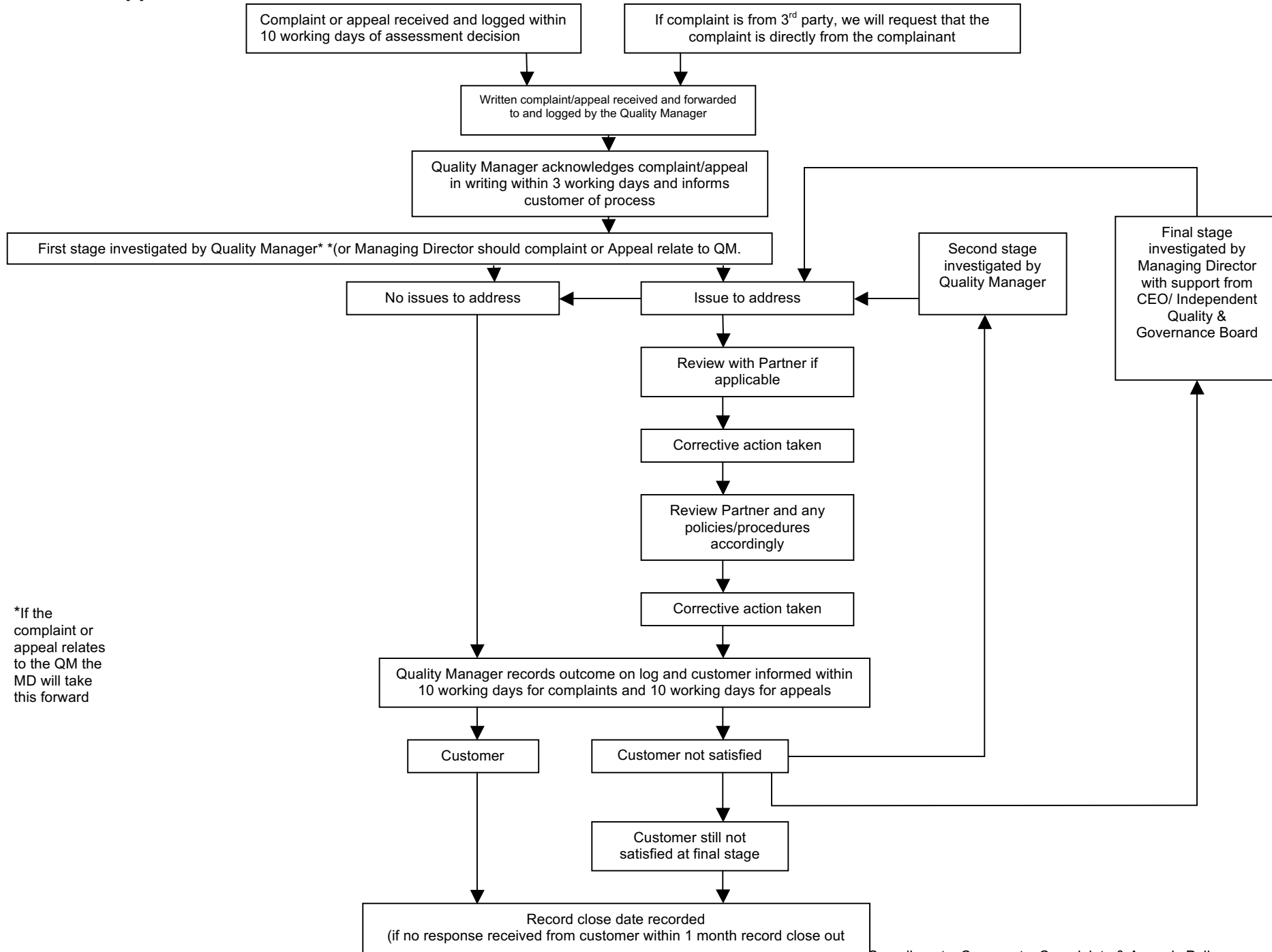
Appeals

If you wish to make an appeal against an Assessor decision, you will do so in writing either by email or a letter to Assessment Services Ltd within 14 days of notification of the outcome of the Assessment. The appeal must state clearly the grounds upon which you are appealing against the outcome of the Assessment.

Please note: There is no appeals procedure for The **matrix** Standard.

Contact Details: Telephone: 020 3880 5059 **Email:** info@assessmentservices.com

Complaints and Appeals Procedure



*If the complaint or appeal relates to the QM the MD will take this forward

Compliments and Comments Procedure

