

# Complaint Policy & Procedure

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## Our aims

Intech Centre aims to provide an open, accountable and efficient service to all our customers. Whilst every effort is taken sometimes mistakes are made.

A complaint process has been set up for people who feel dissatisfied about the service they receive.

You have a right to complain and to have it investigated. We aim to learn from any mistakes and the complaints procedure is seen as very important in this continuous programme of improvement.

## How to complain

The first step is to raise your complaint with the employee or team responsible for the service that you are complaining about. If the matter is not resolved by them, Senior Manager will become involved to work with you and the team involved to try and conclude matters.

Please complete the attached form or email your complaint to [salih@intechcentre.com](mailto:salih@intechcentre.com)

If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure.

## What to tell us when you make a complaint

To deal with your complaint appropriately we need to know:

- Your name, address and contact details
- What you are complaining about
- The names of the people involved where applicable
- Your ideas on how you wish to see the issue resolved

## What you can expect

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive a telephone call from Senior Manager and an acknowledgment in writing within 3 working days of the receipt of your complaint by him/her. The complaint will be investigated by the Senior Manager and you will normally receive a response within 10 working days, unless your complaint is particularly complex in which case we will advise you of same and provide an estimated timescale as to when you should expect to receive a response.

## External Escalation

If you are not completely satisfied with the outcome provided by the Senior Manager, we may to escalate the case to an organisation we are working with where the service received is related to. This can be a prime contractor or an awarding body.

Intech Centre will share all the communication together with any relevant internal notes and documents to provide clear picture to escalated organisation.

# Complaint Form

Full Name	
Telephone Number	
Address	

Summary of Complaint	
How you would like to see your complaint resolved	
Please attach any supporting documents	
Date	
Signature	

Internal Use Only	Investigation	
	Response	
	Action Taken	
	Date	