

Bill Rogerson Safety Services Ltd

Unit 8 Kincraig Business Park, Kincraig Rd, Blackpool, Lancs, FY2 0PJ Registered in England No: 3727410 www.billrogersonsafety.co.uk E.Mail: enquiries@billrogersonsafety.co.uk Telephone: 01253 852951



Complaints Procedure:

In order to ensure any customer complaints are dealt with, all employees will:

Answer and log all telephone calls at the first point of contact.

Respond to emails on the same business day. Where a substantive response is likely to take longer, we will send an acknowledgement and explain when they can expect to receive a full reply.

Fully investigate the facts behind the complaint and identify the problems.

Provide full feedback to the client within a maximum of 14 days.

All communications are logged and filed within the client's portfolio for reference.

Once the complaint has been satisfactorily dealt with, the log is closed and placed in the client file.

Complaints Process

Any compaints during a course will be made to the trainer. If Delegates are not happy with the response they recieve from the trainer, they will progress to management. If the delegates are still not happy with the response recieved from management, they should then contact the Awarding Body directly.

Signed:

12 Roger CJ

Managing Director

Date: 1st January 2021



The Training Centre, Unit 8 Kincraig Business Park, Kincraig Rd, Blackpool, FY2 0PJ