



## CUSTOMER COMPLAINT / COMMENT / COMPLIMENT PROCESS

We want to provide a good standard of service to you, our client. Occasionally things can go wrong; if they do, we would like you to have the opportunity to tell us so that we can investigate the issue and explain to you what went wrong. Secondly, we can learn from such issues and prevent it happening again. This will help us improve our performance. Alternatively, you may wish to comment upon or compliment us upon any part of our service.

We will make it easy for you to do so by:

Providing copies of our process through leaflets and forms in reception or via our website – [www.textile-training.com](http://www.textile-training.com).

Phone 01484 346500

In writing The Managing Director,  
Textile Centre of Excellence  
Red Doles Lane, Off Leeds Road,  
Huddersfield HD2 1YF

Staff will help you complete the form if you require assistance

We will keep you informed on the progress of your concern

Tell you about the outcome as soon as it is available

### 1. What is a complaint

A complaint can be made if you are not happy with the service that we provide to you.

There are certain issues that we may not regard as a customer complaint, if this is the case we will tell you.

### 2. Who can complain

Anyone can complain if they think they have not received satisfactory service from us.

### 3. The Complaint Process

Stage 1 We will confirm receipt of your complaint within three working days of receipt of the completed form.

Stage 2 We will tell you who is dealing with your concern and will usually offer a full response within 10 working days.

Stage 3 If you are not satisfied with the response we will ask an independent senior manager to investigate and report back to you with their findings.

If you are still not satisfied with the response you receive we will refer the complaint to a review panel, consisting of our senior management team, chaired by our Managing Director.

### 4. The Solution

If your comment is accepted the area/service involved will try to resolve the issue by doing the following:

Apologising to you and explaining what went wrong.

Providing the service you are entitled to receive

Changing the process and procedure so that the mistake is not repeated.

If you are not satisfied with how your complaint is being dealt with at any time during the process you can complain direct to the Managing Director.



**CUSTOMER COMPLAINT / COMMENT / COMPLIMENT FORM**

Date		
Name		
Address		
Postcode		
Contact phone no		
Email address		
Preferred method of contact		
<b>PLEASE CIRCLE / HIGHLIGHT THE NATURE OF YOUR COMMUNICATION</b>		
COMPLAINT	COMMENT / SUGGESTION	COMPLIMENT
<b>DETAILS OF ISSUE TO BE RAISED</b>		
<small>Please give as full an account of the concern as possible, including dates and names of staff involved at the time. Also give details of any issues raised in writing or verbally at the time of the incident.</small>		
<b>STAGE 1</b>		
Date received by TCoE		
Allocated to		
Date initial response to client		
Date of final response to client		
Allocated CAR No		
<b>STAGE 2</b>		
Date allocated to Senior Manager		
Allocated to		
Date of response by Senior Manager		
<b>STAGE 3</b>		
Date reviewed by SMT		
Date of response to customer		
<b>ISSUE CLOSED</b>		