

Complaints Procedure

This procedure is intended for general complaints being raised against Equivalency Testing and its staff. For the purpose of this procedure, the term “Customer” includes: students, School/Nursery/University personnel, visitors to the Equivalency Testing Head Office, the general public and people working on behalf of Equivalency Testing.

Equivalency Testing is committed to maintaining a high standard of Customer Services in line with its Corporate Objectives. As such we welcome comments on the service that we provide. Customer Satisfaction is a key measure of our service and quality and we aim at all times to maintain a high standard.

Customer relationships will be approached in a courteous and helpful manner and staff will ensure that our customer’s issues are understood. All complaints and compliments are taken seriously as we expect to learn from our failures and our successes to facilitate continuous improvement of our service standard.

PROCEDURE

1. Complaints must be received in writing by letter or email and should reinforce any complaint that is made verbally in person or by telephone. Our staff will not tolerate threatening or abusive behaviour in any circumstances.
2. The complaint should then be forwarded to the following:
Miss Bridget Coyne,
Equivalency Testing
72 Walton Garden, Hutton,
Shenfield, Essex CM13 1EP
Email: info@equivalencytesting.com
3. As a minimum, the complaint must contain the following information:
 - ▶ The date and time of the complaint
 - ▶ The nature of the complaint (including the details of who you are e.g. a customer, potential customer, visitor etc.)
 - ▶ Full name and address
4. All complaints will be acknowledged within 5 working days and a full response to the complaint will be made within 14 working days (if practicable).
5. If the response to the complaint is not considered to be acceptable then the documentation should be re-submitted explaining why it is unacceptable to the contact details above (marked with “For the attention of Mr Roger Freestone – Re-submitted Complaint”). The re-submitted complaint will also be acknowledged within 5 working days with a target of 14 days for a full response.

Our Complaint Procedure does not affect your statutory rights.

Customer Complaint Form

Name Mr/ Mrs/Miss/Ms	
Address:	
Telephone Number:	Date

Nature of Complaint:

Results of Investigation:

Action taken:

Date complainant contacted with the results of the investigation and action taken: / /

Initials of person investigating complaint: