

Complaints Policy and Suggestions Procedure Longden Ltd

This Complaints Policy advises candidates how to complain about something Longden Limited (the Company) has done or failed to do.

Informal Procedure

Can the problem/complaint you have experienced be resolved by talking to an NVQ Assessor/mentor or Managing Director of Longden Limited. If you feel that speaking to someone may resolve the issues then please speak to us.

We hope to resolve many problems informally, however, if you feel that your complaint is more serious, or you're not happy with the outcome after following the informal procedure please put your complaint in writing, using the form attached to this policy. All complaints we receive on the complaint forms will be dealt with through our Formal Complaints Procedure.

Formal Complaints Procedure

Tell us about your complaint by writing about it in as much detail as you can using the form. As you will see, we ask you to tell us if there is anything in particular you think we should do to resolve your complaint. If you need more space than is available on the form please include additional sheets of paper.

A copy of our complaints policy and complaints form can be downloaded from our website. Visit: www.longden.co.uk

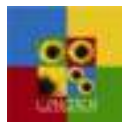
All formal complaints should be addressed to Carole Longden, Managing Director, Longden Limited, No. 1 Ensign, Westwood Business Park, Westwood Way, Coventry, CV4 8JA.

How will your complaint be dealt with.....

All complaints will be recorded and you will be sent an acknowledgement within five working days from receipt of your complaint. A full investigation will then be carried out, to address your concern(s). The Managing Director will write to you with a detailed response within ten working days from the date of the acknowledgement letter.

Right to appeal

If you are not happy with the response from Longden Limited you have the right to appeal. This can be done by contacting the relevant awarding body of your qualification. Details can be found in your candidate log or by contacting Longden Limited.



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I want to complain about

What do you think Longden Limited should do to put things right?

Data Protection Act 1998

You are asked to read and give your consent to the following:

Longden Ltd will process the information provided by you for the purposes of investigating and resolving your complaint, monitoring and evaluating the effectiveness of the complaints procedure and ensuring the fair and consistent application of the complaints procedure in the context of the Company's Equal Opportunities Policy.

I give consent for my personal data to be used for the above purposes.

Your Name:

Address:

Telephone Number:

**Please return this form to:
The Managing Director, Longden Limited,
No. 1 Ensign, Westwood Business Park, Westwood Way, Coventry, CV4 8JA**



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SUGGESTIONS PROCEDURE

We recognise that candidates, NVQ Assessors, clients and other users of our services may have ideas for ways to improve the services that we provide. By putting forward your suggestions using this form you can help improve our services to everybody.

Please complete the Suggestions Form below, giving us as much information as you can. If we implement or consider your suggestions we will write to you with feedback within 28 days.

Please explain your suggestion as fully as possible, including details of the potential benefits to Longden Limited if your suggestion is implemented.....

Attach an additional sheet if necessary.

Data Protection Act 1998

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I give consent for my personal data to be used for the above purposes.

Thank you for taking time to complete this suggestion form. We appreciate your help.

Your Name: _____

Address: _____

Telephone Number: _____

Please return this form to: The Managing Director, Longden Limited, No. 1 Ensign, Westwood Business Park, Westwood Way, Coventry, CV4 8JA

