



4 Saxton House, Parklands, Guildford, Surrey GU2 9JX – Company No. 6150189

## Customer complaints procedure.

We always aim to provide the best possible service to all of our customers, and although complaints are rare, we do take all complaints very seriously.

This procedure describes how you can tell us about your concerns and what our promised procedures are to resolve the issue.

## How to make us aware of your concern.

If you have any concerns regarding our service which you have received please contact us afterwards as soon as possible, to avoid any delay in resolving the issue. In order for us to investigate and respond to your feedback quickly, we kindly ask you to report your concerns to us via email to [enquiries@surreyfirstaid.com](mailto:enquiries@surreyfirstaid.com)

If you do not have access to email you can write to us at Surrey First Aid Training, 4 Saxton House, Parklands, Guildford, Surrey GU2 9JX.

If you feel you would like to make us aware of your concerns via telephone before submitting your email, please call us on 01483 238268.

It would be helpful if you can include the details of your name, company name, date of course and a description of your issue when contacting us, to assist with our investigations.

If you have telephoned us our administration team will try to resolve your complaint in the same call, however if this is not possible we will either call you back shortly or kindly ask you to put your concerns in writing via email to us.

In the case of a complaint which we cannot resolve immediately, we will aim to provide you with a response within 10 working days, unless we notify you that it will take longer due to the complexity of the issue.

During the complaints process we will do our best to carry out a full and fair investigation, and provide you with a response as quickly as possible.

## What to do if you are not satisfied with the reply you are given.

In the unlikely event that we have not satisfied your concerns, please notify us in writing via email, as this is the easiest method for us to provide a response quickly. Your concerns will be passed onto the Company Director, who will review the complaint and undertake a further investigation. They will provide a further response within 20 working days, unless we notify you that it will take longer due to the complexity of the issue.