

Complaints

If you have a complaint or grievance about your learning, or any other services provided by e-QAS Training we would ask you to bring it to our attention by using one of the following methods:

- Discussing the matter with the individual e-QAS staff member responsible for your learning.
- Asking to speak to the e-QAS Line Manager responsible for your learning
- Contacting our Quality Standards office direct by writing to the:

Quality Manager
e-QAS Training
Norwich Union House
Lincoln
Lincolnshire
LN2 1EA

marking your envelope 'Private and Confidential'

Complaints Time-line:

- Complaints will be investigated by the Quality Manager within 3 working days
- Client to be informed of outcome within 7 working days of raising the complaint.

e-QAS Training promises that:

- It will treat all complaints seriously and use them as a way to improve its quality of service.
- All complaints will be investigated by the company Manager responsible for your learning
- All complaints will be kept in confidence and investigations will only include those persons directly involved in the individual complaint and its outcome.



Bryan Skinner
Managing Director
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