

ChangeMaker International Ltd Complaints Handling Policy

Our complaints policy

We are committed to providing high-quality training service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, you should firstly address your concern with the course facilitator or ChangeMaker Director responsible for the programme. If after doing this you are still not satisfied, please contact us with the details of your complaint in writing to:

ChangeMaker International Ltd
Cotswold Business Centre
42 AP Ellis Road
Rissington Business Park
Upper Rissington
Gloucestershire
GL54 2QB

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Chief Executive Officer, Chris Howe, who will review your case and speak with the facilitator who delivered your training programme.
3. Where the training programme was delivered by Chris Howe, the complaint will be passed to another Director to review your case.
4. Chris Howe, or in the case of [3] above the appointed Director, will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
5. Within three days of the meeting, Chris Howe or the appointed Director will write to you to confirm what took place and any solutions he has agreed with you.
6. If you do not want a meeting or it is not possible, Chris Howe or the appointed Director will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Chris Howe to review his own decision or, if this is deemed inappropriate, for another Director to review the decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.