



COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

At Construction Training Assessments Ltd, we welcome feedback on all aspects of our provision and services in order to help us be the best we can be.

We encourage everyone undertaking a course with Construction Training Assessments Ltd to provide us with constructive feedback as this helps us to consistently maintain an excellent and quality training service.

Compliments and Comments We are keen to hear where our staff have provided you with a positive experience and excellent service, so we can continue to keep improving and growing our business. Any feedback is welcomed directly through the telephone, email, post or through the 'Contact Us' page on our website.

Complaints If you feel that you have not received the highest quality training and customer service from our team, we want to hear from you, so we can put this right.

All of our staff have a responsibility to listen and respond to constructive criticism and we will ensure that all of our complainants will be treated equally, fairly and with respect. Wherever possible we will try to deal with all complaints verbally and informally but where this does not seek fit, you can send a formal, written complaint to us by letter or email. Construction Training Assessments Ltd, Office 2, Second Floor, Balby Court Business Campus, Balby Carr Bank, Doncaster DN4 8DE Or email us and we will do our utmost to deal with your complaint as quickly and efficiently as possible: contactus@ca.training

Last reviewed: 07/03/2022

Next Review Due: 07/03/2023

