

1. Definition of a formal complaint

A formal complaint is an expression of dissatisfaction concerning Janet Hood Training and Consulting Limited 's product or service and is used when the complainant has drawn his or her concern to Janet Hood Training and Consulting Limited and is not satisfied with the response.

Janet Hood Training and Consulting Limited take all complaints very seriously and we are committed to rectifying any problem as soon as it is drawn to our attention to make sure you the customer are completely satisfied with our service.

2. Making a formal complaint

Please make your formal complaint by phone, email or letter to one of the following

M: 07718882837;): 01356 648966 E: janethood@me.com : A: Kirkton of Balfour, Edzell, Brechin, Angus, DD9 7XU

Please include as much information as possible, including **your name and address, phone, mobile and email**; the nature of the problem or complaint; the date of the complaint; whom you have spoken to about the complaint or problem at Janet Hood Training and Consulting Limited .

Please let us know what you would like to have us do to resolve the problem or complaint.

We will respond to you within two working days of receipt of the complaint by either phone or email and will respond within one week of receipt of the complaint by email or letter setting out how we propose to resolve the issue. If you are not satisfied you may appeal in writing to Highfield Qualifications , Highfield House, Heaven's Walk, Lakeside, Doncaster, DN4 5HZ - HABC who will instigate an independent review of your complaint according to our appeals procedure.

We will retain details of all complaints to assist in staff training.

3. Our pledge

Janet Hood Training and Consulting Limited are here to serve you to the best of our abilities and we want to ensure all our customers are satisfied with the service and services we offer you - **our valued customers**.

Date 28 February 2018

Janet Hood LLB Dip LP

07718882837 / janethood@me.com
Kirkton of Balfour, Edzell, Brechin, Angus
DD9 7XU

Accredited Licensing Specialist