

Compliments and Complaints

Our promise

PrATiQ™ is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, partners and tutors.

Therefore, we aim to ensure that:

- making a complaint/compliment, whether you are a learner, a tutor or a provider, is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with the training and learning service which calls for a response;
- we treat it seriously whether it is made in person, by letter, by fax, or by e-mail;
- we deal with it promptly, politely and, where appropriate, informally (for example, by telephone);
- we respond in an appropriate way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints and compliments, use them to improve our service, and publish information on complaints - for example, in our team meetings for staff training.
- This section explains how to make a complaint/compliment about PrATiQ™

How to make a complaint

Organisation's internal complaints procedures should be followed.

If the complainant is not satisfied with the response then they can contact PrATiQ™ in writing, or by e-mail. They can also complain in person (by appointment please).

If they are writing, faxing or e-mailing their complaint/compliment, their telephone number should be provided if a response by telephone would be convenient.

If they are e-mailing, it needs to be stated that if a reply by e-mail is required, or if not; a full postal address should be provided.

Complaint/compliment should be directed to:

Director
PrATiQ™ The Centre of Development
33 Bedevere Road
London
N9 9YT

What happens next?

- We will reply within 15 working days of receipt of your complaint/compliment;
- If it is not possible to give you a full reply within this time, for example, if your complaint/compliment requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint/compliment, when you can expect the full reply and from whom;
- The full reply will include details of who to contact next if you believe that your complaint/compliment has not been dealt with properly. This will normally be a member of the management team.
- If you are still not satisfied following the second response, you can ask for your complaint to be referred to the director of PrATiQ™ Centre of Development.
- Your complaint/compliment, will be investigated by the director of PrATiQ™ by listening to all involved parties. Decision will be made accordingly. The decision of the Director is final.