

Complaints Procedure Policy

We are committed to providing a high quality service to our clients and customers. When something goes wrong we need informing about it in order to improve our standards.

Keith Webber recognises that there may be occasions when a client or customer considers they have grounds to complain.

Complaints may be made about any aspects of our service and should be made as soon as is reasonably possible.

Please make contact either by phone, 01492 650684, email keithnwts@gmail.com or by post, Rhiw, Ffordd Maenan, Eglwysbach, Conwy, LL28 5UG

We will acknowledge receipt of the complaint within 5 working days.

We will investigate the complaint and make every effort to find a satisfactory resolution.

We will invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending the acknowledgement letter.

Within 5 working days of the meeting we will write and confirm what took place and any solutions agreed.

If unresolved or unsatisfied contact:

Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG

Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB (if the complaint is in regard to an Ofqual approved qualification) within 6 months of the incident.