

Complaints procedure

WBS intends that all customers receive a high standard of service. (please see customer service policy)

If you are not satisfied with our service for any reason, we appreciate your feedback as this is a valuable part of our commitment to customers and ensuring that service levels are kept at their highest.

All Complaints that WBS receive will be dealt with in a professional manner and all staff will do so in a non-confrontational way.

Complaints Procedure

In the first instance you will need to complain to the department that you have been dealing with. They will endeavour to deal with this as a department and the relevant Manager will look after the complaint.

You can report your complaint to us in the following ways:

Phone: 01432 271233

Post: WBS
Wyvern House
Netherwood Road
Rotherwas Industrial Estate
Hereford
HR2 6JJ

Email: dsa@wbs.uk.com

Website: www.systems4learning.co.uk

If the relevant departmental manager cannot deal with the complaint in a manner that you deem to be satisfactory it will then be escalated to the Business Development Manager. The BDM will then make contact with you within an hour. You will not receive a written response at this informal stage, unless you ask for one.

- On receipt of your complaint we will take the relevant details from you. This will be Name and ID reference number.
- If a phone call back is required then this will be done so in the first instance within 1 hour.

- The Departmental Manager will supply the customer with both his name and contact details.
- He / she will then acquire as much information as is possible with regards to the case and will document this within the complaints log.
- Once all the facts have been established the relevant manager will then inform the customer of the outcome. This will then be discussed so that the resolution is satisfactory.
- If the customer remains unhappy with the proposed resolution then the case will be passed to the BDM.
- The BDM will then strive to reach a resolution.
- If at any point the customer is not happy with the suggested outcome then the BDM will direct the customer to assessment centre. In the event that this does not rectify the situation then as a final resolution the funding body will be called to arbitrate.