
	Complaints Policy	
	Revision: V1.0	Page: 1 of 3
	Reviewed by: Pete Featherstone	Approved by:  Maria Fulluck

Document history

This table should be used to record all updates, alterations and reviews.

Date	Activity	By
17.12.2015	Issued	P. Featherstone
19.5.2016	Reviewed	P. Featherstone
3.6.2017	Reviewed	P. Featherstone
7.06.2018	Reviewed	P. Featherstone
17/05/2019	Reviewed	M.Sadler
25/09/2020	Reviewed	M. Sadler
22/9/21	Reviewed	P. Featherstone
22/9/22 (Planned)		

Introduction

Merit Skills Ltd aim to give everyone works with them an excellent experience. We welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services.

Many matters can be resolved informally so do us on +44 (0) 733 246415 or email info@meritskills.co.uk as we may be able to iron out the problem straight away. However, if you feel the problem needs to be put on a more official footing, please follow the process below.

This policy can be accessed via our website: www.meritskills.co.uk



Definition

A complaint is an expression of dissatisfaction from you about our products, services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

Process

We aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints and feedback and we use them to improve our service
- it is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:
 - incorrect invoicing
 - certificate spelling errors
 - lack of response to queries
 - unable to unsubscribe to emails

	Complaints Policy	
	Revision: V1.0	Page: 2 of 3
	Reviewed by: Pete Featherstone	Approved by:  Maria Fulluck

- website issues
- incorrect products received
- delay with receipt of certificates

Investigation and outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Merit Skills aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

We will acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The three stages to our complaints process are –

Stage one

If you have a complaint in relation to the service you have received from ILM please raise your concern by emailing info@mertiskills.co.uk explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact us by phoning +44 (0) 1733 246415.

Stage two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Managing Director who will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Merit Skills response and any further actions that may need to be taken.

Final stage


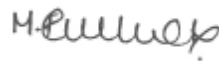
If your complaint relates to awarding body accredited qualifications you can take your complaint to them.

The awarding body details are:

CABWI Awarding Body - enquiries@cabwi.co.uk

Write to:

CABWI Awarding Body
The Chief Operating Officer
CABWI Awarding Body
Holland House
1-4 Bury Street
London
EC3A 5AW.

	Complaints Policy	
	Revision: V1.0	Page: 3 of 3
	Reviewed by: Pete Featherstone	Approved by:  Maria Fulluck

EU Skills
enquiries@euias.co.uk
0121 713 8310

City and Guilds
[Email : feedbackandcomplaints@cityandguilds.com.](mailto:feedbackandcomplaints@cityandguilds.com)

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

Continuous Improvement

All complaints are reported and reviewed by the board of directors.
We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.