



COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

THAMES21

WALBROOK WHARF

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COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

Thames21 is committed to providing a quality service and achieving the highest standards. One of the ways we can continue to improve our services is by listening and responding to the views of those who use our services. We therefore welcome your compliments, comments and complaints and will investigate and consider them thoroughly and act on them promptly and appropriately.

Complaints, comments and suggestions will be monitored and reviewed for their effectiveness. Our processes will be interrogated and, if necessary, the process amended accordingly.

The information you provide will be used fairly and lawfully and Thames21 will not knowingly do anything which may lead to a breach of the Data Protection Act 1998. If there is anything you are not sure about or do not understand contact Thames21 and we will be happy to advise you.

Step 1: Contact Thames21

Complete the Compliments, Comments and Complaints form (below) and return to Thames21 via email, post or in person.

Step 2: What we will do

We will acknowledge your communication in writing within 5 working days and explain who is dealing with your comments at Thames21

If your communication is regarding a complaint we will send you a written response within 15 working days from receipt of your original statement.

If it is not possible to give you a full reply within this time, for instance, because a detailed investigation is required – we will give you an interim response, telling you what is being done and when you can expect the full reply. This will usually be within 28 days.

Step 3: Not satisfied with our response?

The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. This may be the relevant Awarding Body (e.g. NCFE).

COMPLIMENTS, COMMENTS AND COMPLAINTS FORM

Your Details (* Required field)

Title	*Contact tel no:
*First Name:	*Last Name:
*Address	*Postcode
Organisation:	Department or Service:
Email:	Course title (if appropriate) and date:

Do you want to make

A compliment? A suggestion? A complaint?

Please give full details of your compliment, suggestion or complaint, explaining why you are dissatisfied or pleased with our service or the response you have received.

Please send to **Thames21 Training Officer**

*Thames21, Walbrook Wharf Office
City of London Corporation
78-83 Upper Thames Street
London EC4R 3TD*