

Complaints

We hope that you will not have any complaints about Quest's services.

However, if you do, we would like to hear from you as it will give us the opportunity to improve our services.

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Complaints



Quest is an equal opportunities employer

Quest
Neptune House
8 - 11 Clements Court
Clements Lane
ILFORD
Essex
IG1 2QZ

Tel: 020 8911 0760

Fax: 020 8553 9373

recruitment@quest4training.com

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**How
to
Complain**

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One

Our promise

Quest is committed to providing a quality service to all our customers. One of the ways in which we can continue to improve our service is by listening and responding to your views.

We aim to ensure that:

- making a complaint is as easy as possible
- we treat it seriously whether made in person, by telephone, 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 the right 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 use them to improve our service

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Two

How to make a complaint

You can make a complaint in writing, by fax, by e-mail, or by telephone or in person (by appointment please).

If you are writing, faxing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.

Letter Addressed to:
*Managing Director
Quest
Neptune House
8/11 Clements Court
Clements Lane
Ilford, Essex IG1 2QZ*

Telephone 020 8911 0760 and ask for Jan Lowe, Managing Director

e-mail jan@quest4training.com

Fax 020 8553 9373 addressed to Jan Lowe, Managing Director

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Three

What happens next?

We will reply within 10 working days from the date your complaint is received. If it is not possible to give you a full reply within this time, for example, if your complaint requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.

If you are not satisfied following our response and your complaint concerns any training activity funded by the Learning and Skills Council, you may complain to the LSCLE at the following address:

*Learning and Skills Council
London East
Boardman House
64 Broadway
Stratford
London E15 1NT*

Telephone: 0845 019 4151

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