

## **ASET Complaints Policy**

The ASET International Energy Training Academy is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy. Our Complaints Policy explains our broad approach to handling all complaints and provides clear information on how individual complaints will be handled and how to submit a complaint.

The ASET Academy aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance

If you are unhappy with the service provided by the ASET International Energy Training Academy - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other delegates. We're also interested in your ideas for improving our services. We use the information you give only to improve things.

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 5 days of the course completion or problem occurring. At any stage, you can register a formal complaint in writing by either email or letter. Give as much information as you can, including times, dates, places and names. Contact the ASET International Energy Training Academy on Tel: 0300 330 5559 Email: [asetbookings@aset.co.uk](mailto:asetbookings@aset.co.uk) or write to us at FAO Quality Assurance Manager, ASET International Energy Training Academy, Hareness Road, Altens Industrial Estate, Aberdeen, AB12 3LE.

You will get a first response within one week of receipt of your complaint, and a further response within four weeks.