



Education Dyslexia and Electronic Needs

EDEN Skills LTD, 65 Conington Road, London SE13 7LH

FREE PHONE 0800 612 3146

Email: mail@edenskills.co.uk

## Complaints Procedure

### **The purpose of this document**

This document formally outlines process of making a complaint about services provided by EDEN Skills LTD and describes the steps that will be taken in dealing with it.

EDEN Skills LTD is committed to providing the best possible service to our customers and every effort will be made to ensure that any complaint is dealt with fairly and to the satisfaction of the customer, as detailed below.

EDEN Skills LTD is serious about customer service and we strive to always leave customers happy, however we appreciate that occasionally issues can arise and extra steps need to be taken to ensure complete customer satisfaction. In such an instance we urge customers to contact us about it, either formally or informally, so that we might have the opportunity to rectify the situation. Complaints also provided invaluable information about areas where we could improve our services or procedures to ensure we maintain full customer satisfaction.

### **The Complaints Process**

#### ***Step 1: Making a Complaint***

A complaint can take a number of different forms, and a customer can initiate the process in a variety of ways, depending on their own preference. The simplest method is to contact us by phone, however writing a letter, sending an email or filling can also make a complaint in our online form. Details of all of these approaches can be found at <http://www.edenskills.co.uk/complaints>

Usually the best staff member to deal with a complaint will be the person who provided the service originally, as they will be in the best position to put things right, however a customer is free (and encourage) to request another member of staff if they do not wish to discuss the issue with the original person.

#### ***Step 2: Processing a Complaint***



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For complaints made over the phone we will endeavour to resolve any issue on the spot if we can. If we can't do this, for example because information required is not to hand, then we will record the details of the problem and arrange the best method and time for contacting the customer again later. We aim to resolve all complaints within five working days, however more time is required we will contact the customer and explain the steps that have been taken and outline what remains.

For complaints made with any other medium, a member of staff will contact the customer usually within one business day (unless specifically requested not to), and then the complaint will be dealt with as describe above.

### ***Step 3: Taking the Complaint further***

We sincerely hope that all complaints will be satisfactorily resolved in due course, however if a customer is still unhappy with the service or the resolution proposed, then a formal complaint can be made by writing a letter to the one of the Directors of EDEN Skills LTD that is Joseph Aquilina or Atif Choudhury, detailing what problem and the desired outcome. If the customer does not wish to write a letter, but still would like the complaint escalated, they can ask a member of EDEN Skills LTD staff to record the details of the complaint and pass this on to one the Directors mentioned above. The staff member will ensure that the customer agrees with what has been recorded and will provide a copy to the customer for their reference.

Once the one of the Directors receives a written complaint, he will arrange for it to be fully investigated. The complaint will be acknowledged in writing within five working days of being received and the letter will state when a full response can be expected. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. As before, if more time is required the customer will be contacted to explain what action has been taken and the timeframe for resolution.