



**BBE**  
TRAINING

A CITRUS GROUP  
COMPANY

# Complaints Policy

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## Our commitment to customers

At BBE Training we aim to deliver the highest standards of service to both our learners and customers. However, if for any reason you are dissatisfied with the service that we provide do not hesitate to let us know so we can deal with your query and improve the service we provide.

## What is a complaint?

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give the learner wrong information
- When you receive poor-quality service
- When you have an issue with a member of staff

## At BBE Training

We ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously and with the utmost professionalism
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

## How to make a complaint

If you wish to make a complaint you can contact our Customer Service Team in any of the following ways:

- **In Person** at our office
- **By Phone** our Customer Service Team on 01933 233888
- **By Email** at [customerservice@bbetraining.co.uk](mailto:customerservice@bbetraining.co.uk)
- **In Writing** to our Customer Service Team

If for any reason you are unhappy with our response to your complaint you can contact the Director and your complaint will be fully investigated and a response issued within 14 working days.

