

The Athena Programme Complaints Procedure

We try exceptionally hard to ensure all of our services are to the highest standard and exceed customer expectations. We are committed to providing a professional, efficient, courteous and helpful training service to all our customers. However, if you are dissatisfied with our service, we want you to tell us. Then we can resolve your issues, and try to ensure it does not happen again. This procedure tells you how to make a complaint about any of our services.

But if not, please outline the issues in writing using a copy of our complaint form (including fax and e-mail) available from the administrators to our head office (22 Lowergate, Clitheroe, Lancashire, BB1 7AD, or email info@thethenaprogramme.co.uk). You can also telephone us on 01200 428769.

- Purpose

To ensure that a reporting mechanism exists for all complaints by clients and that all complaints are responded to effectively and preventative action takes place to prevent similar complaints arising in the future.

- Procedure

Definition

A client complaint may be regarded as any dissatisfaction expressed by a learner, subcontractor, or individual group or organisation concerning the standard of service and support given by The Athena programme.

Key stages include:

- First step is to formally (in writing) raise the complaint to the Managing Director with 5 days
- Second step is to investigate complaints by gathering information, interviewing staff, reviewing evaluation forms etc..
- Third step is the evaluation of the complaint against tangible evidence
- Fourth step is to respond in writing to each point of the complaint in writing (within 14 days of raising the complaint)
- Fifth step is to appeal against the decision, this is done through the company secretary reviewing the investigation information and responding to the complainant within 10 days in writing
- Step six is if the complainant is still unhappy is to agree to an external independent mediator to review the case and make a full and final decision

What can I expect?

We aim to provide a high standard of service but, unfortunately, there may be times when we make a mistake. If this happens you are entitled to expect any one, or a combination, of the following:

An apology;

An explanation;

An assurance that the same mistake will not happen again;

Details of the action we have taken to put things right.

You may also be entitled to financial compensation and/or alternative training courses/services. Compensation will depend on the nature of the mistake, the circumstances in which the mistake was made, and any actual loss you have suffered or costs incurred as a direct consequence of the mistake. Each claim is considered on its merits.

Users' views

One of the best ways we can continue to improve our service is by listening, and responding, to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right, so that we can