



COMPLAINTS POLICY

OCTOBER 2023

VER 1.1

We aim to provide a safe and welcoming environment to promote excellent learning and an enjoyable experience.

Complaints

Any issues should be raised with a member of Veterans into Logistics staff however, if the issue or complaint is with your HGV driving instructor you should call the office on 0330 111 9320 or call into the reception.

You also have the choice to submit your complaint in writing and send via email to John Harker MBE, General Manager at Veterans into Logistics: john@veteransintologistics.org.uk or via post (marked 'Confidential') to John Harker MBE, General Manager, Veterans into Logistics, Office 153 Birch Mill Business Centre, Heywood Old Road, Rochdale OL10 2QQ.

Complaints Procedure

All complaints raised will be given a rapid response, within one working day we will acknowledgement receipt of the complaint.

Within two working days Veterans into Logistics will contact the complainant and try to resolve any issues, if the matter requires further investigation or resolution, we (Veterans into Logistics) may ask to convene a meeting to find an acceptable outcome. Where necessary an independent person may be asked to adjudicate.

Please do not keep quiet as we at Veterans into Logistics want to know when we do a good job, but we **need** to know if things could be better, this includes being uncomfortable or upset in any way.

You can request to speak to a member of staff in private to discuss any issue and we will oblige.

Changelog

Version	Date	Comments	Name	Title	Function
1.0	26/01/21	Created	Janice Gurney	Finance Manager	Author
1.1	04/10/23	Reviewed	Kamel Belhadj Djilali	HR Documentation Advisor @ Peninsula Group Ltd	Review

Complaints Policy

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