

**EQUIP COACHING COMPLAINT PROCEDURE**

EQUIP Coaching aims to offer the highest standards of service to those it serves and supports and is committed to continuous improvement.  Feedback and constructive criticism are welcomed by phone, e-mail, letter or one-to-one communication.

Where members of the partnership, or others, are disappointed by levels of service or dissatisfied with isolated incidents we would hope to agree a way forward through informal discussion, making adjustment and improvement where necessary. All issues concerning EQUIP Coaching must be sent directly to EQUIP Coaching and not the venue where we deliver our services at.  Anyone wishing to discuss an issue informally should contact Liam Kiziltan, Managing Director, on 07534604355 or e-mail liamkiziltan@equipcoaching.co.uk

**Formal complaints**

Where a member of the partnership or a customer or other member of the public has a complaint, which they feel has not been resolved through informal means, or where the complaint is very serious they may make a formal complaint as follows:

1. Put the full details of the complaint with as many facts as possible in an e-mail addressed to Liam Kiziltan, Managing Director, e-mail liamkiziltan@equipcoaching.co.uk
2. The complaint will be recorded and an immediate investigation undertaken in consultation with the relevant staff member/partners.  If necessary the instigator of the complaint may be contacted for more detail.
3. When the investigation has been completed the complainant will receive a formal response normally within five days outlining any action to be taken as a result, together with any apology where appropriate.

**On-going complaints**

If the complainant is still not satisfied with the outcome they should contact the Executive team (Liam Kiziltan and Paul Cliff) directly who will review the procedures undertaken and decide whether any further action is necessary.  The outcome of this final part of the process will be communicated to the complainant in writing.

Liam Kiziltan – 07534604355

Paul Cliff – 07773386537

**LIAM KIZILTAN**

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**Your text here**