

PAIGNTON SEC INFO TECH TRAINING CENTRE LTD



GRIEVANCE & COMPLAINTS PROCEDURE

1. Any complaint or grievance however minor must be addressed and recorded
2. Open the COMPLAINTS form on the PSIT database
3. Complete the details in as many boxes as possible
4. If you are unable to deal with the complaint and need to pass this on to another member of staff complete the e-mail link so that the information is forwarded automatically
5. Each month the Directors will look at the query for unresolved complaints to ensure that all issues have been dealt with
6. In event of unresolved complaints the Directors will take the issue forward to ensure all problems are dealt with
7. Every 6 months the full range of complaints will be viewed to allow Directors to see in there are recurring issues that need to be addressed