

Able Training and Consultancy Complaints Procedure

Able Training and Consultancy takes pride in the quality of the service we offer. If you are unhappy with any aspect of the service that you have received, please let us know. This direct customer feedback is important to us.

How to complain:

1. In person, directly to us. It is hoped that any complaint can be resolved amicably straight away.

2. By phone. Please ring 01233 811840

3. By letter. Please write to Complaints, Able Training and Consultancy, South wood, 51 Scotton Street, Wye, Ashford, Kent TN25 5BU

4. By email. Please email complaints@abletraining.co.uk

We will ensure that we:

- Acknowledge your complaint within 3 working days
- Investigate and respond fully to you within a further 10 working days
- Review potential improvements to the service we provide

If you remain dissatisfied with the resolution of your complaint, please contact the Office of Fair Trading (www.oft.gov.uk) by email, enquiries@oft.gsi.gov.uk or phone, 08457 22 44 99.

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