

Introduction:

This procedure addresses complaints from dissatisfied clients about Phoenix STS Ltd's services. We are committed to maintaining high standards and value your feedback.

Scope:

This procedure applies to all services offered by Phoenix STS Ltd. It covers complaints related to the quality of service, delays, staff conduct, or any other issues experienced by clients.

How to Make a Complaint:

Step 1: Please submit your complaint in writing. You can email us at courseevaluation@phoenixsts.ie or send a letter to our office address, Unit 11 Leader House, Leader Park, Dublin Road, Longford. Co. Longford. N39 T6P0.

Step 2: Provide as much detail as possible, including dates, names of any staff involved, and a clear description of your concerns.

Acknowledgement of Complaint:

We will acknowledge receipt of your complaint within five working days. This acknowledgement will include the name of the person handling your complaint.

Investigation:

Our internal standards and relevant legislation will guide us in thoroughly investigating your complaint. We may contact you for further information or clarification during the investigation.

Response:

We aim to provide a complete response within 20 working days. We will inform you of the progress if the investigation is ongoing and give a new timeframe.

Resolution:

Once the investigation is complete, we will inform you of the outcome and any actions taken to resolve the issue.

Appeals:

If unsatisfied with the response, you may appeal the decision. Please submit your appeal in writing within ten days of receiving our response. The appeal will be reviewed by a senior manager not involved in the original complaint.

Confidentiality:

All complaints are treated with confidentiality and in compliance with data protection laws.

Continuous Improvement:

Complaints are an opportunity for us to improve. We will use the feedback to enhance our services and prevent future occurrences.

Contact Information:

For any queries regarding this procedure or to submit a complaint, please contact:

- Email: info@phoenixsts.ie
- Phone: 043 3349611
- Address: Unit 11 Leader House, Leader Park, Dublin Road, Longford. Co. Longford. N39 T6P0

Phoenix STS Ltd t/a Phoenix Safety Training Services | Registered in Ireland No.: 491221

Registered Office: Unit 11 Leader House, Leader Park, Dublin Road, Longford. Co. Longford.

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