


Phoenix STS Policies, Procedures and Forms					
Title	Formal Complaints Policy & Procedure			Author	Paddy McDonnell
Category	Internal Policy	Reference	IP-08	Revision No.	1.0
Effective Date	08.03.2024	Revision Date	March 2026	Page	1 of 2
Authorised by	Paddy McDonnell	Signature		Position	CEO

#### 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.

#### Principles:

- To safeguard the rights and dignity of people in the implementation of complaints policy.
- To provide a responsive, fair, transparent and consistent approach to processing complaints
- To address complaints in a manner that affords all concerned full rights in accordance with their rights and with natural justice.
- Every effort will be made to address complaints in a prompt manner.

#### Implementation:

There are four stages in the process of management of complaints. We hope that most complaints will be resolved at Stage 1, but recognise that in some instances further review and resolution may be required. All complaints are logged on our complaints log and are reviewed regularly and in whole at the annual review of programmes.

- Stage 1- Informal verbal complaint: may be dealt with at point of contact, always recorded on complaints log.
- Stage 2- Formal written complaint: if the complaint cannot be dealt with to the satisfaction complainant at the first point of contact, the complainant is advised to submit the complaint in writing. People may be more comfortable putting their complaint in writing from the outset. Options of contact details provided in handbook.
- Stage 3- Internal Review: carried out by management. A record is kept of the review. If the complaint is deemed valid having regard to the nature and circumstance of the complaint an informal resolution may be sought.
- Stage 4- Appeals and Independent Review: where informal resolution is not successful or deemed appropriate, appropriate expertise may be sought as required to address the complaint and bring about a satisfactory resolution.
- All complaints are treated with confidentiality and in compliance with data protection laws.

**Responsibility:** All clients, learners and staff have a responsibility in upholding and implementing this policy.

**Communication:** This policy is communicated to all staff, clients and learners and is available on our website.

#### How to Make a Complaint:

**Step 1:** Please submit your complaint in writing. You can email us at [courseevaluation@phoenixsts.ie](mailto: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. During the investigation, we may contact you for further information or clarification.

#### 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.


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. N39 T6P0

**Call:** Longford: 043 3339611 / 043 3349611 | Dublin: 01 9696722 | Cork: 021 2429016

**Email:** [info@phoenixsts.ie](mailto:info@phoenixsts.ie) | [sales@phoenixsts.ie](mailto:sales@phoenixsts.ie) | **Web:** [phoenixsts.ie](http://phoenixsts.ie) | [safetyequipment.ie](http://safetyequipment.ie)



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**Resolution:**

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

**Appeals:**

If you are unsatisfied with the response, you may appeal the decision. Please submit your appeal in writing within ten days of receiving our response. A senior manager not involved in the original complaint will review the appeal.

**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](mailto:info@phoenixsts.ie)
- Phone: 043 3349611
- Address: Unit 11 Leader House, Leader Park, Dublin Road, Longford. Co. Longford. N39 T6P0.

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