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ACE Training and Consulting views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for our organisation that a learner has made the complaint. We are committed to deal with all complaints in a fair and timely manner.

Our policy is

- To provide a fair complaints procedure, which is clear and easy to use for learners wishing to make a complaint.
- To publicize the existence of our complaints procedure so that learners know how to contact us to make a complaint.
- To make sure everyone at ACE Training and Consulting knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.
- All complaints will be acknowledged in writing within 5 working days.
- Complaints will be investigated promptly.
- All the complaints will be resolved within 10 working days, if the issue is not resolved in 10 working days then we'll keep informed the complaint in writing reason for delay, and expected date of resolution.
- To make a complaint please email to below contact:

Administration Manager
ACE Training and Consulting
Email: admin@acetnc.com



Mir Muzaffar Ali Khan
Chief Executive Officer

Date: 27.08.2019