

## Objective:

The aim of our company's Complaints Procedure is to ensure that all customer complaints are handled promptly, fairly, and efficiently. We value customer feedback and are committed to resolving any issues that arise in a transparent and satisfactory manner.

### 1. Complaint Submission:

Customers can submit their complaints through various channels, including:

- a) In-person: Customers can visit our office and speak to a customer service representative who will assist in documenting the complaint.
- b) Phone: Customers can call our dedicated complaints hotline and provide details of their complaint to our trained customer service staff or though they may if need ask you to Email compliance [compliance@robustit.co.uk](mailto:compliance@robustit.co.uk) or support [support@robustit.co.uk](mailto:support@robustit.co.uk)
- c) Email: Customers can send an email to our designated complaints email address, clearly stating the nature of their complaint.

### 2. Complaint Acknowledgment:

Upon receipt of a complaint, our company aim to acknowledge it within 1 business day. The acknowledgment will include the following information:

- a) The name and contact details of the person responsible for handling the complaint.
- b) An outline of the expected timeframe for resolution.

### 3. Complaint Investigation:

Our company will conduct a thorough investigation into the complaint, ensuring all relevant information is gathered and considered. This may involve contacting the customer for additional details, reviewing records, or consulting with relevant departments.

Registered in England No. 7887928 VAT No. 126186908



Certified Training



in association with  
**National Cyber  
Security Centre**



#### 4. Resolution:

Once the investigation is complete, we will communicate the resolution to the customer in a clear and concise manner. The resolution may include:

- a) An explanation of the findings.
- b) Steps taken or proposed actions to address the complaint.
- c) Any compensation or remedial measures, if deemed appropriate.

#### 5. Escalation:

If the customer is not satisfied with the resolution provided, they may request further escalation. In such cases, the complaint will be reviewed by a senior manager or a Director. This team will conduct an independent review and provide a final response to the customer.

#### 6. Complaints Recording:

All complaints, along with their respective resolutions, will be documented in a centralized CRM management system and should be attached to the student.

#### 7. Continuous Improvement:

We value feedback from our customers, and as part of our commitment to continuous improvement, we regularly review our Complaints Procedure. We analyse customer complaints, identify recurring issues, and implement necessary measures to prevent their recurrence in the future.

#### 8. Communication and Accessibility:

Our Complaints Procedure will be made readily accessible to customers through our website, customer service centres, and other appropriate channels. We will communicate any updates or changes to the procedure, ensuring that customers are informed of their rights and responsibilities in the complaint resolution process.

Registered in England No. 7887928 VAT No. 126186908



Certified Training



in association with  
**National Cyber  
Security Centre**

