

## RS Training Services

### **Complaints Procedure**

RS Training Services is committed to providing a quality service to all its customers.

If you have a complaint this should be discussed fully with owner/manager Rebecca Swift, either by phone, email or letter. We endeavour to reach an amicable resolution with you and a face-to-face meeting may be more appropriate.

If you are not satisfied with the outcome of the complaint further guidance will be given to you.

Contact details for Rebecca Swift are:

Phone: 0115 9 300 290

Email: [info@rebecca-swift.co.uk](mailto:info@rebecca-swift.co.uk)

Postal: RS Training Services

25 Honingham Road

Ilkeston

Derbyshire

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This policy is effective from January 08 and will be reviewed on an annual basis.