

Helping us to help you

- Please give us full details of your complaint when you contact us so we can investigate it for you.
- Let us know how you prefer to be contacted – by phone, email or letter and we will try to get back to you in this way.
- We will use your comments to improve the way we do things, so please let us know what we could have done differently for you.
- We will ensure that your complaint does not adversely affect the way we treat you in future.

For more information about our commitment to you, visit www.workinglinks.co.uk

Or call us to discuss your complaint on Freephone 0800 917 9262

We're here to help you!

FREEPOST RSHG-SGUH-ESKS
Customer Service
Working Links
Sun Alliance House
16-26 Albert Road
Middlesbrough
TS1 1PR

Our customer complaints process



Our commitment to you

We aim to provide all our customers with a high level of service and treat you with respect at all times. If you feel we have got something wrong, or you are unhappy with any aspect of our service, we want you to let us know so we can put it right.

You may find it easiest to speak to your consultant, tutor or the person you regularly see at Working Links. You can also call us on our **Freephone number 0800 917 9262**.

We will usually be able to resolve things for you at this point. However, there may be times when you wish to make a formal complaint. And to help make this as straightforward as possible, this leaflet outlines our commitment to you and what you need to do.

We will:

- take the time to listen to your complaint
- try to offer an immediate solution or pass your complaint to the relevant manager
- carry out further investigations and give you a formal written response within ten working days
- take preventative action to ensure the problem does not occur again
- keep you informed at every stage of the investigation and process
- use your feedback to improve our service.

Our complaints process

If you have a complaint please follow our three stage process. During the different stages of the process you may want to discuss your complaint with a friendly face, this person has the right to speak and discuss answers with you but cannot answer questions on your behalf.

Stage one

- Inform us of your complaint by:
 - speaking to a manager in person
 - contacting us through our website at www.workinglinks.co.uk
 - calling us on **Freephone 0800 917 9262**
 - writing to us at: **FREEPOST RSHG-SGUH-ESKS, Customer Service, Working Links, Sun Alliance House, 16-26 Albert Road, Middlesbrough, TS1 1PR.**
- We will try to resolve your complaint quickly for you at this stage.
- We may send you an acknowledgement letter if the complaint needs further investigation.
- We will send you a formal written response within ten working days.

Stage two

- If you are not happy with this response, please let us know and we will escalate it to a senior manager.
- We will look at your complaint again and let you know what we will do. You will receive a response within ten working days.

Stage three

- If you're still not happy with the response you receive, then you may write to our Managing Director at **Working Links, FAO Managing Director, Sun Alliance House, 16-26 Albert Road, Middlesbrough, TS1 1PR.**
- You can also email the Managing Director at **MD@workinglinks.co.uk**
- We will respond to you within 15 working days.

