

Complaints Policy

Purpose

LG Progress Ltd is committed to providing high-quality training, facilitation and mentoring services. We welcome both complaints and compliments as valuable feedback to help us maintain and improve our services. We aim to deal with concerns fairly, promptly and professionally.

Scope

This policy applies to complaints about services provided by LG Progress Ltd or anyone working on its behalf, including employees, associates, contractors and consultants.

Making a Complaint

Complaints should be made as soon as reasonably possible and include:

- your name and contact details;
- details of the complaint;
- any relevant documents or information;
- the outcome you are seeking.

Complaints should be sent to liz@lgprogress.co.uk

How we will respond

LG Progress Ltd will:

- acknowledge complaints within 5 working days where reasonably practicable;
- investigate the issues raised fairly and objectively;
- provide a written response, normally within 20 working days;
- keep you informed if additional time is required.

Where a complaint relates to work delivered by an associate, LG Progress Ltd will investigate the complaint and liaise with the associate as appropriate.

Compliments

LG Progress is always delighted to receive compliments about our services, employees and associates. Any compliment regarding an individual will be passed onto to them. LG Progress may ask for testimonials to be published on the website, but these will not be published without express permission.

Implementation

To support this policy, LG Progress Ltd will:

- encourage clients and participants to provide feedback, including complaints and compliments;
- deal with complaints fairly, consistently and without unnecessary delay;
- investigate concerns in a proportionate manner, taking account of the circumstances;
- use feedback to improve the quality of our services;
- expect associates delivering work on behalf of LG Progress to cooperate with any complaint investigation and comply with this policy.

Responsibility

Liz Green, Managing Director, is for overseeing this policy and ensuring complaints are handled fairly and consistently.

Everyone working for or on behalf of LG Progress Ltd is expected to cooperate fully with any complaint investigation.

Monitoring and Review

- Complaints and feedback will be reviewed to identify opportunities for improvement.
- We will also consider compliments and positive feedback to recognise good practice and understand what clients value.
- This policy will be reviewed annually and updated where necessary.

Date of Last Review: 3rd August 2026

Signed:



Liz Green
Managing Director
LG Progress Ltd

Company registration number: 15005281