

Supportability Engineering Training Complaints Policy

Introduction

Supportability Engineering Training is committed to continuous improvement of its online training products.

Customers have a right to complain with the service they receive from Supportability Engineering Training. Supportability Engineering Training takes all complaints seriously and in commercial confidence.

Communication

Should you need to make a complaint, please communicate your complaint to Supportability Engineering Training within 10 days of the event or problem by email: info.supportability-elearning.com.

Response

Supportability Engineering Training will:

- Acknowledge the receipt of your complaint by reply to your email within 48 hours.

- Investigate your complaint and respond with the outcome within 30 working days of receipt of your complaint.

If you are not satisfied with the outcome of your complaint, you may appeal the outcome, explaining the reason(s) for the appeal.

Equality & Diversity

Supportability Engineering Training products are “self-led training courses” available to all and are delivered without discrimination.

Additional Information

A Course Questionnaire is provided to Customers on course completion. Supportability Engineering Training encourages all feedback and ideas for improving our services. We use the information you give us only to improve our quality of services. Passing on personal information about you is protected by the UK Data Protection Act.