



Complaints Procedure

Prospects Group is committed to providing a high quality service to candidates and employers.

If you have a complaint please, if possible, raise it initially with you assessor, giving him/her adequate time to pursue it and respond to you.

Our formal complaints system is easy to use and candidates and employers are actively encouraged to use it where appropriate. Complaints are dealt with by a company director and are acknowledged within 5 working days of receipt and are fully answered within 15 working days. After 3 weeks a further letter is sent to the complainant, to ensure that he/she is satisfied with the outcome of the investigation into their complaint.

As an alternative to a formal letter please feel free to use the feedback/contact us section of our website when raising any issue

The aims of Prospects Group's comment/suggestions and complaints systems are to:

- Improve the quality of service to candidates and employers
- Demonstrate our commitment to them as customers
- Improve our accountability as a public service organisation

Prospects Training

Partners in Success



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