
Complaints Policy

TEAM4Excellence seeks to maintain and enhance our reputation of providing high quality services. We are committed to being responsive to the needs and concern of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our own staff and customers on the manner in which we receive and manage your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

Objectives

Complaints policy is a complex investigation process managed by TEAM4Excellence to solve the complaints that occur. This policy provides that:

- You are aware of our complaint lodgement and handling processes;
- Both you and our staff understand our complaints handling process;
- Your complaint is investigated impartially with a balanced view of all information or evidence;
- We take reasonable steps to actively protect your personal information;
- Your complaint is considered on its merits taking into account individual circumstances and needs.

Complaint is considered by TEAM4excellence any written claim related to our services.

Procedure

1. Receive the complaint

General enquiries and correspondence related to the TEAM4excellence shall be directed to us using the following ways:

- Speaking directly with the staff
- Completing a feedback form during courses
- By writing to us: TEAM4excellence: 269 Mamaia Bd., Constanta 900552, Romania
- By emailing to us: office@team4excellence.ro
- By telephoning to us: +40 (0)341 444 111

To help investigate your complaint quickly and efficiently, please provide us the following information:

- Your name and contact details,
- The name of the person you have been dealing with about your services,

- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

2. Accurately record the complaint, identify the exact nature of the complaint

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

3. Decision making

Determine and agree upon appropriate action to resolve complaint (identify and review options in determining possible solutions, agree and confirm action to resolve the complaint with the customer, demonstrate a commitment to the customer to resolve the complaint, inform the customer of outcome of investigation of complaint). Any complaints or appeals raised as a result of our services will be subject to staff meeting. Matters escalated beyond the TEAM4Excellence staff will be handled by our executive team and a formal answer will be given.

4. Follow-up

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

Process in place

TEAM4Excellence is committed to resolving your issues at the first point of contact. If this will not be possible, a more formal process will be followed:

- Receive, record and acknowledge the appeal in writing within two days from the decision made.
- Investigation the grounds of appeal (appeals will be accepted only if the appellant will provide evidence to indicate that the service was not delivered in line with course information and provider's publicity). Appeals will also be accepted if the appellant indicates that the responses to one or more questions are arguable.
- Two staff from the TEAM4Excellence will evaluate the subject.
- If the appeal will not be accepted, the appellant will be informed in writing where the reasons will be explained.
- Inform the appellant about the decision made. Based on the analysis of grounds of appeal and the comments/arguments received from the staff which provided the service, TEAM4Excellence will inform in writing the appellant. The time allowed for solving the appeals will be two working days from the date of receipt).