

Complaints Procedure

If for any reason you wish to make a complaint, please write to:

Operations Manager
Rugby First Ltd
PO BOX 4481
Rugby
CV21 9DU

A complaints procedure has been documented. A record of the number of complaints or enquiries received will be maintained together with an outline of the action taken.

When a complaint is received a written acknowledgement will be sent within three working days. A copy of the completed complaint form will also be sent so the complainant can check that the details are correct.

An investigation will follow and a written answer will be sent to the complainant within fifteen working days stating that:-

- the investigation is complete giving details of any proposed action, or, the investigation has not been completed giving the reason why and a date when a full reply can be expected.

A report on the numbers of complaints will be collated by the Operations Manager or designated member of staff. The annual report will contain details of the numbers of complaints received, the time taken to acknowledge and respond to complaints, the method of receiving and handling complaints and the degree of satisfaction in handling complaints.