

## **COMPLAINTS or CONCERNS**

### **Our investigation process**

We are committed to providing high-quality training services to our customers. We understand that there may be occasions when our customers or participants have concerns or complaints about our services. We take such feedback seriously and have established a comprehensive complaints process to address any issues promptly and effectively.

#### **1. Submission of Complaint**

Customers or participants who have a complaint about any aspect of our training services can contact our us on 0800 637 000, email [jenna.brown@trgroup.co.nz](mailto:jenna.brown@trgroup.co.nz) or submit in writing via our website. Management will determine the nature of the complaint (general to serious).

All complaints of a serious nature must be in writing and include detailed information about the issue, such as the nature of the problem, date, time, and the names of the individuals involved.

#### **2. Receipt of Complaint**

Upon receiving the complaint, our management team will acknowledge receipt of the complaint within 2 business days. The acknowledgment will include the name and contact information of the person handling the complaint.

#### **3. Investigation**

We will conduct a thorough investigation into the complaint. This may involve gathering additional information from the parties involved, reviewing relevant documents, and conducting interviews, if necessary. The aim is to fully understand the nature and cause of the complaint.

#### **4. Resolution**

Once the investigation is complete, we will provide the complainant with a written response outlining our findings and proposed resolution. If the investigation requires more time, we will inform the complainant of the delay and provide an estimated timeframe for resolution.

#### **5. Escalation**

If the complainant is not satisfied with the resolution, they can request the complaint to be escalated to a higher level of management. The escalated complaint will be reviewed, and a final response will be provided within 2 business days.

#### **6. Record Keeping**

All complaints and their resolutions will be documented and kept confidential. These records will be reviewed periodically to identify any trends or recurring issues, allowing us to improve our services continuously.

We encourage open communication and appreciate the feedback from our customers and participants. We are dedicated to resolving complaints promptly and fairly, ensuring a positive experience for everyone involved.

