

COMPLAINTS or CONCERNS

At TR Driver Training, we prioritize delivering top-tier training services to our valued customers. We recognise that there may be instances where customers or participants have concerns or complaints about our services. Rest assured, we take all feedback seriously and have implemented a robust complaints process to swiftly and efficiently address any issues that may arise.

1. Submission of Complaint

Customers or trainees with complaints regarding any aspect of our training services can reach out to us via:

- Phone: 0800 637 000
- Email: jenna.brown@trgroup.co.nz

Our management team will assess the complaint's nature, categorizing it from general to serious. Complaints of a serious nature must be submitted in writing and include comprehensive details such as the problem's nature, date, time, and the involved individuals.

2. Receipt of Complaint

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

3. Investigation

We undertake a thorough investigation into the complaint, gathering additional information from relevant parties, reviewing pertinent documents, and conducting interviews if necessary. Our goal is to fully comprehend the complaint's nature and root cause.

4. Resolution

Upon completion of the investigation, we provide the complainant with a written response detailing our findings and proposed resolution. If further time is needed for the investigation, we communicate the delay to the complainant, along with an estimated timeframe for resolution.

5. Escalation

Should the complainant remain unsatisfied with the resolution, they have the option to request escalation to higher management. The escalated complaint undergoes review, with a final response provided within 2 business days.

6. Record Keeping

All complaints and their resolutions are documented and kept confidential. These records are periodically reviewed to identify any trends or recurring issues, facilitating continuous improvement of our services.

We encourage open communication and value feedback from our customers and participants. Our commitment is to resolve complaints promptly and fairly, ensuring a positive experience for all involved part

