



Complaints handling policy and procedures

Objectives of the policy

CSCS seeks to maintain and enhance our reputation by providing you with a high quality service. We value complaints as they assist us to improve our performance and customer service.

CSCS is committed to listening to the needs and concerns of our customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the way CSCS receives and manages your complaint.

We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

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

Definition of a complaint

A complaint means an expression of dissatisfaction by a customer relating to services provided by us.

How a complaint can be made

If you are dissatisfied with the service provided by us, you should in the first instance speak directly with the staff member you have been dealing with.

If you consider the relevant staff member is unable to address your concerns you can lodge a complaint with us by completing the feedback form on our website: www.cscs.uk.com/contact. Please select "complaint" and follow the steps on screen.

The information you will need to tell us

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.

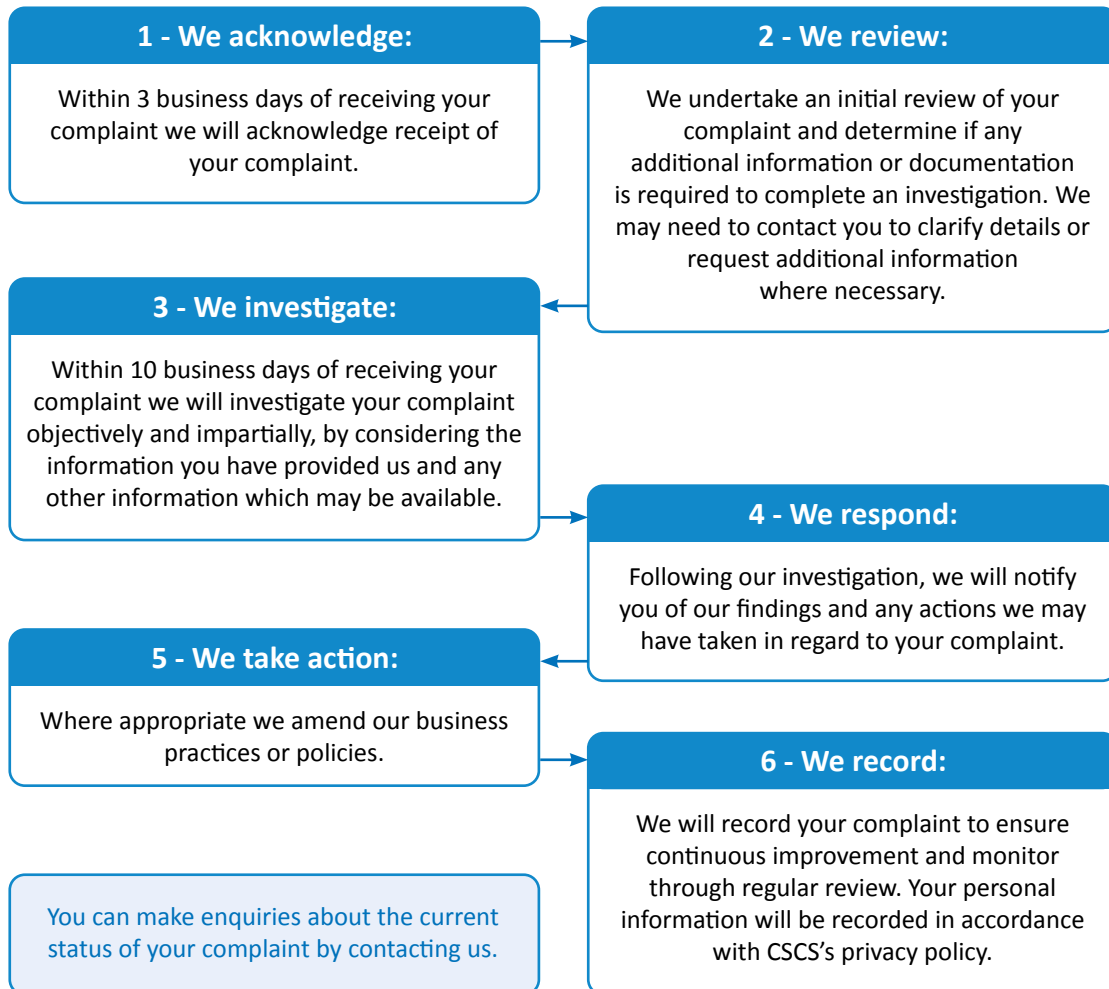
To help us investigate your complaint efficiently we will ask you for the following information:

- The nature of your complaint
- Your name, date of birth and email address (all other personal information is optional)

When completing the comments box please provide:

- The name of the person you have been dealing with
- 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
- Upload copies of any documentation which supports your complaint.

Our complaints handling process



When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance
- Providing them with an opportunity to explain the circumstances
- Providing them with appropriate support
- Updating them on the complaint investigation and the result.

Escalations

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request to escalate your complaint to the Construction Skills Certification Scheme Executive Team. Decisions made by the Executive Team will be final.