

Complaints Procedure

Coaching Direct is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaint as soon as possible. Please call our Client Relationship Manager and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- If your complaint is urgent, we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 7 calendar days.

- Complex complaints may take longer than 7 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

Step One:

If you have a complaint regarding any aspect of your coaching, training or dealings with Coaching Direct, we urge you to email our Client Relationship Manager (sarah@coachingdirectuk.com) or telephone, in confidence, on 07855211656. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so. Please write to us at Coaching Direct, 11 Rutland Street, Edinburgh, EH1 2DQ.

If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for a procedure and form to appoint an authorised representative or advocate. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint.

You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

Step Two:

Complaints made to Coaching Direct are overseen by our Client Relationship Manager. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 business days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask the Client Relationship Manager to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint within 12 hours.

Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside body:

Association for Coaching:

As a member of the Association for Coaching, we adhere to the Global Code of Ethics. More information on our responsibilities as a member organisation is [held here](#). If you feel as though your complaint has not been resolved to your satisfaction, you may refer the complaint to the Association for Coaching on [their website](#).

The Citizens Advice Bureau:

The Citizens Advice Bureau can assist you with all matters related to your consumer rights. Please visit their website here:

<https://www.citizensadvice.org.uk/scotland/consumer/>