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Kings Langley, Herts WD4 8JP
Tel: 01923 260000 Fax: 01923 270969
www.ecitb.org.uk

The Complaints Procedure for Services provided by the Engineering Construction Industry Training Board (ECITB)

The following procedure covers complaints which are about the services that the ECITB provides directly. These services generally involve providing relevant information and answering queries, but also include a number of specialist services.

The ECITB is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

making a complaint is as easy as possible;

we treat as a complaint any clear expression of dissatisfaction with our service which calls for a response;

we treat it seriously whether it is made in person, by telephone, by letter, by fax, or by e-mail;

we deal with it promptly, politely and, where appropriate, informally (for example, by telephone);

we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;

we learn from complaints and use them to improve our service.

How do you make a complaint?

You can make a complaint in writing, by fax, by e-mail, by telephone or in person (by appointment please). If you are writing, faxing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.

In the first instance your complaint should be addressed to ECITB Chief Executive. Contact details are:

Telephone: 01923 402121
Fax: 01923 270969
E-mail: DavidEdwards@ecitb.org.uk

What happens next?

We will aim to reply within 15 working days from when we receive your complaint. If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom. If you require a quicker response, please say why.

If you believe your complaint has not been handled fairly you can, if you wish, refer it to the Parliamentary Ombudsman (England and Wales) or the Scottish Public Services Ombudsman. If you are not able to make the complaint yourself, you may appoint someone (such as an MSP, or a local councillor) in writing to complain on your behalf.

You must complain to an MP within 12 months after the day on which you first became aware of a problem, and make this complaint either in writing or via electronic mail. In special circumstances a complaint may be made orally.

The MP will refer this matter on to the Ombudsman, who will, where possible seek to find an informal resolution to the complaint. To assist with this, we will co-operate fully with the Ombudsman in conducting an initial investigation into the complaint. Investigations are conducted in private and all parties are given an opportunity to comment on the allegations contained within the complaint. Some complaints will result in a formal investigation and report from the Ombudsman which may recommend remedial actions to prevent reoccurrence. We will ensure that our administration procedures comply with the recommendations where reasonably practicable to do so.

The Parliamentary Ombudsman may be contacted at:

Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0845 015 4033
Fax: 020 7217 4160
E-mail: OPCA.Enquiries@ombudsman.gsi.gov.uk
Website: www.ombudsman.org.uk

Welsh language section of website:

Ombudsmon Seneddol a'r Gwasanaeth Iechyd
www.ombudsman.org.uk/pca_welsh/homepagew.htm

The Scottish Public Services Ombudsman may be contacted at:

Scottish Public Services Ombudsman
23 Walker Street
Edinburgh
EH3 7HX
Tel: 0870 0115378
Fax: 0870 0115379
E-mail to: enquiries@scottishombudsman.org.uk
Website: www.scottishombudsman.org.uk