

APPENDIX 2 - FEEDBACK AND COMPLAINTS

We welcome and encourage feedback on our service, so we'd love to hear your thoughts. Some of the ways that you can give us feedback include:

- ◆ A quarterly customer service survey, which you will receive by email
- ◆ Regional member meetings – your chance to give us feedback face-to-face
- ◆ Accreditation focus groups – please let us know if you would like to take part in any of our groups
- ◆ Feedback mailbox – get in touch via email (feedback@rtitb.com) to send your thoughts directly to our Managing Director.

If we fall below your service expectations, please let us know so we can work with you to fix the problem quickly. The process we will follow after receiving a complaint is as follows:

- ◆ Complaints/concerns regarding service provided should be submitted in writing to RTITB at: Laura Mack - Quality Assurance and Administration Manager, RTITB, Access House, Halesfield 17, Telford, TF7 4PW, alternatively, send an email to standards@rtitb.com
- ◆ The letter/email should outline the nature and details of the complaint/concern
- ◆ RTITB will process all non-frivolous complaints/concerns as described by its procedure OP5 – Change Management and Improvement Procedure, a copy of which can be obtained upon written request.

The purpose of this procedure is to ensure all problems and complaints are dealt with effectively, and that corrective and preventative action is taken.

RTITB operates a Quality Management System that meets with the requirements of ISO9001: 2015. An acknowledgment of receipt will be sent within 48 working hours outlining who will be dealing with your complaint/concern and an initial response will be sent in no more than 5 working days. RTITB aim to fully conclude all investigations in no more than 10 working days.