



Havering Business Education Partnership

How do I make my complaint?

You may be able to resolve the complaint by taking it up immediately with the individual with whom you have been dealing, or with their immediate manager.

Stage 1

- If you cannot resolve the problem there and then, you can write to:

The Office Manager
HBEP Ltd
Weald Centre
Settle Road
ROMFORD
RM3 9XR

or you can telephone, although you may be asked to set out the details of your complaint in writing.

- What should I include in my complaint?

Please include:

- your name and address;
- the name of the bankrupt or insolvent company, including the court reference if known. If your complaint is not about an insolvency case, you should give details of what has led to the complaint;
- copies of any correspondence or documents about your complaint;
- the name of the person to whom you first wrote or spoke, and when, to help us find the relevant information;
- details about what has gone wrong or has not been handled properly; and
- how you would like us to resolve your complaint.

What will happen next?

We will try to give a full written reply to your complaint within 10 working days of receiving it. If this is not possible we will send you a written acknowledgement within 5 working days, explaining why and telling you when you can expect a full reply. We recognise that each complaint is different and must be dealt with in a way appropriate to the circumstances. We aim to reply to 90% of all complaints within the above time and the remaining 10% within 20 working days.

What if I am not satisfied with the initial response?

Stage 2

If you are not satisfied with the initial response to your complaint, you should write to: The Chairman at the address above.

By then you should have been given their details, but if not you can find the contact details by telephone or e-mail.

What can I expect?

We aim to give a high standard of service but unfortunately there may be occasions when we make a mistake. If this happens, you can expect any or a combination of the following:

- · an apology;
- · an explanation;
- · an assurance that the same mistake will not happen again;
- · details of the action taken to put things right;
- · in certain circumstances, financial compensation.

Users' views

One of the best ways we can continue to improve our service is by listening and responding to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right to ensure we can maintain our good practices. Please send any comments to The Office Manager, HBEP, Weald Centre, Settle Road, ROMFORD. RM3 9XR.

More information

Statistics about complaints received can be obtained by writing to the Office Manager at the above address

Complaints are monitored by the Contracts Manager to ensure that standards in dealing with complaints are met and that necessary improvements are identified. The operation of the complaints process is reviewed by our Steering Board.