



Sysco Complaint Policy

Sysco Aim

Sysco aim to provide an efficient service to all our customers, whilst every effort is taken sometimes a client is dissatisfied about the service or treatment they receive. In these circumstances you have a right to complain and to have it investigated. We aim to learn from any complaints received this procedure is seen as very important in this continuous improvement of our systems, procedures and client delivery.

How to complain

The first step is to raise your complaint with the person concerned or your tutor. If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure. Details of how to do this are set out below.

Stage 1: INFORMAL: If possible, you should try to resolve your complaint informally by discussing it with the person concerned or with your tutor.

Stage 2: FORMAL COMPLAINT: If you are not satisfied with the outcome of Stage 1 or if Stage 1 is not appropriate for your circumstances, you should put your complaint in writing to Lisa Hill the Quality Manager at lisa.hill@sysco.uk.com, This is a neutral process to enable specific detail to be gathered on the main areas of dissatisfaction. Once you have recorded the details of your complaint, return the form to Lisa Hill, who will lead the investigation process. Your complaint will be investigated, and a written response given within (30) working days.

Stage 3: COMPLAINT APPEAL: If you are not satisfied with the outcome of Stage 2 and want to appeal the decision you should raise your appeal in writing with supporting evidence to substantiate your reason for appeal within (14) working days of the outcome of Stage 2. The complaint processes and procedures will be reviewed by a panel made up of people not involved with the complaint including an independent person. A final written response will be given within (30) working days. This decision is final.

If you feel at the conclusion of this process that your complaint has not been properly handled in accordance with this policy, you may raise this for review with the awarding organisation CPCAB www.cpcab.co.uk

What to tell us when you make a complaint

To deal with your complaint appropriately we need to know:

Your name, address and contact details

What you are complaining about

The names of the people involved where applicable

Your ideas on how you wish to see the issue resolved

What you can expect

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive a telephone contact from Quality Team in acknowledgment in writing within 7 working days of the receipt of your complaint.

The complaint will be investigated by the Quality Manager and you will normally receive a response within 10 - 30 working days, unless your complaint is particularly complex in which case we will keep you informed and provide an estimated timescale as to when you should expect to receive a response.

A handwritten signature in dark ink, appearing to read 'I Smith', with a stylized flourish at the end.

Ian Smith

Managing Director