Complaints Procedure

Ever-So-Lean Limited
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1. Purpose

Ever-So-Lean is committed to delivering high quality consultancy, training, and support services. We value feedback and recognise that complaints, concerns, and constructive challenge provide opportunities to learn, improve, and strengthen the experience we provide.

This procedure outlines how complaints can be raised, managed, investigated, and resolved fairly, consistently, and professionally.

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2. Scope

This procedure applies to complaints raised by:

- Clients
- Delegates
- Learners
- Associates
- Contractors
- Suppliers
- Business partners
- Members of the public

The procedure applies to complaints relating to:

- Training delivery
- Consultancy services
- Customer service
- Communication
- Learning materials
- Assessments or certification processes
- Behaviour or conduct
- Operational issues
- Website or digital services

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3. Our Commitment

Ever-So-Lean is committed to:

- Taking complaints seriously
- Treating people fairly and respectfully
- Responding professionally and objectively
- Investigating concerns appropriately
- Maintaining confidentiality where possible
- Learning from feedback and improving services

We aim to resolve concerns quickly and informally wherever possible.

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4. Informal Resolution

In many cases, concerns can be resolved quickly through informal discussion.

Individuals are encouraged, where appropriate, to raise concerns directly with Ever-So-Lean as soon as possible so that issues can be understood and addressed promptly.

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5. Formal Complaints Process

Where informal resolution is not appropriate or has not resolved the issue, a formal complaint may be submitted.

Formal complaints should include:

- Name and contact details
- Details of the complaint
- Relevant dates or information
- Any supporting evidence where applicable
- The outcome being sought

Complaints should be submitted in writing via email to:

support@eversolean.com

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6. Complaint Handling Process

Step 1 – Acknowledgement

Ever-So-Lean will aim to acknowledge formal complaints within 5 working days of receipt.

Step 2 – Investigation

The complaint will be reviewed fairly and objectively. This may involve:

- Reviewing evidence or records
- Speaking with relevant individuals
- Requesting further information where required

Step 3 – Outcome

A response outlining findings and any actions will normally be provided within 20 working days where reasonably practicable.

Where investigations require additional time, updates will be provided.

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7. Possible Outcomes

Outcomes may include:

- Clarification or explanation
- Apology
- Corrective action
- Service improvement actions
- Additional review or monitoring
- Escalation where necessary

Where a complaint is not upheld, clear reasons will be provided.

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8. Appeals

If the complainant is dissatisfied with the outcome, they may request a further review within 10 working days of receiving the response.

The appeal should clearly explain:

- Why the outcome is being challenged
- Any additional information or evidence
- The desired resolution

A further review will be conducted where appropriate.

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9. Confidentiality

Complaints will be handled sensitively and confidentially wherever possible.

Information will only be shared with individuals involved in reviewing or resolving the complaint where necessary.

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10. Vexatious or Abusive Complaints

Ever-So-Lean reserves the right to limit or cease communication where complaints are found to be:

- Malicious
- Abusive
- Threatening
- Repetitive without new evidence
- Unreasonable in nature

This will only be considered where appropriate and proportionate.

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11. Continuous Improvement

Ever-So-Lean is committed to learning from complaints and feedback to improve services, communication, systems, and customer experience.

Complaint trends and themes may be reviewed periodically to identify opportunities for improvement.

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12. Contact Details

Formal complaints and related correspondence should be directed to:

Ever-So-Lean
The Old Cinema
Fishmarket Road
Rye
East Sussex
TN31 7LP
United Kingdom

Email: support@eversolean.com
Website: https://www.eversolean.com

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