

MEDI AID (UK) LTD

Our Complaints Procedure

At Medi Aid we take complaints about our services seriously. Any complaint we get will be investigated fully.

If you feel you need to make a complaint whilst on a course please speak to the trainer or if you feel this is inappropriate, please contact the office, where someone will be able to help sort through any problems that have arisen.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include
- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff
- To make an appeal about an examination result.

How to make a complaint

If you wish to make a complaint you can contact our Customer Services Team in any of the ways listed below.

By email info@mediaid.co.uk

In writing to our Customer Services Team at

Medi Aid UK Ltd
24 Station Road
Newington
Sittingbourne
Kent
ME9 7JS

By phone to our Customer Services Team on 01634 540999