**INFORMATION ABOUT OUR COMPLAINTS POLICY**

We put our customers at the heart of everything we do and making sure you're happy with the support and training we give you is important to us. However, sometimes we miss the mark and if you're not satisfied with our customer service, coaching or training we want to know about it. It is your feedback that helps us improve our service and avoid making the same mistake twice.

**Step 1 - Contact us**

If you're unhappy with any aspect of the service you've had from us, then the first step is to contact our Customer Support team. We will aim to resolve most issues quickly and informally as soon as you get in touch. We can be contacted Monday to Friday during office hours by email or phone:

* [Email contact form](https://www.unleashyourpotential.org.uk/contact-us/)
* Telephone: 07767 608659

**Step 2 - Taking your complaint further**

If you have raised your complaint through our Customer Support team and are not satisfied with the response, you can make a formal complaint in writing to the Company Director (this should be posted to the address below **AND** also emailed to: diane.gerrard@me.com

Please include as much information about the complaint as possible and the reason you were not satisfied with our response. This might include:

* Coaching or Course details
* Names of people you dealt with
* Relevant dates and times
* Any other correspondence or supporting documentation

Please also include what steps you would like us to take to resolve the issue. The Company Director will then review your complaint and the responses from our team.

We will acknowledge your complaint within 3 working days and begin our investigation (the only exception to this timescale is where the Company Director is out of the business). We will aim to respond with a final response within 10 working days from acknowledgement. Depending on the nature of your complaint our investigation may take longer to complete. If this is the case we will inform you and let you know when you can expect our response.

Please send your escalated complaint in writing to:

Diane Gerrard, ADG Development Services Limited, Beanoak Barn, Binfield Road, Wokingham, Berks RG40 5PS