

COMPLIMENTS POLICY



Introduction

Mercury Training is committed to providing the best possible service that it can. We encourage positive feedback from customers where appropriate and have developed a Compliments Policy that explains our broad approach to handling compliments.

Aim

Mercury Training aims to use compliments about a service or individual member of staff to share good practice among the Company and encourage staff to continue to provide excellent services.

Implementation

The Mercury Training Compliments Policy will be made readily available to customers.

What is a compliment?

A compliment is an expression of satisfaction with a service made by a customer about the organisation or a member of the Mercury team. A compliment may be made about an individual member of staff or our service as a whole.

Who is a customer?

A customer is anyone who contacts Mercury Training to request a service or is in receipt of a Service.

How can a compliment be given?

Any customer wishing to make a compliment can do so in person to any member of the Mercury Training team at our offices, by phone, e-mail, and letter or by completing the feedback page on the Mercury Training website.

Monitoring

Mercury Training is committed to continuous improvement in service delivery. As part of this commitment a monthly monitoring report will be prepared for the Managing Director.

Signed: *Paul Lawton-Jones*

Date: 03/08/2022

Position: Managing Director

Next review: 02/08/2023

RESPONSIBLE PERSONS

Overall responsibility

Mr Paul Lawton-Jones

Position: Managing Director