

4. About the staff member/s concerned.

Has the issue of concern been discussed directly with the staff member/s concerned?

Yes No
 (If No, please state why).....

Where was this and on what date/s?

What was the outcome of your approach & discussion?

Did the staff member/s act effectively and efficiently to your concerns?

What action did the staff member/s agree to take?

Has this been done?

6. Resolving your complaint.

The issue/s you have raised will be given the most immediate attention by a company director, upon receipt. Please indicate the intervention that would most immediately address your concerns and enable us to restore our usual high level of service.

7. Company Director dealing with this issue (Training Plus use only)

Paula Hayes (Director)

Brian Quinn (Managing Director)

Date received:

Date resolved:

Please return to: Brian Quinn, E-mail: Brian.Quinn@tpmnow.co.uk