

# If you are not happy with Seetec

Seetec will, at all times, try to act professionally in all aspects of the programme that you are attending. This includes being courteous, friendly and providing good quality services, premises and resources. If at any time you are not happy with Seetec, we will try to resolve the issues to your satisfaction.

We should be grateful if you would follow the following procedure:

1. Please tell a member of Seetec staff at the centre you are attending about the issue as soon as possible. A member of staff will discuss it with you and attempt to resolve the issue. If you feel that the issue has not been resolved to your satisfaction please tell the member of staff that you wish to speak to a more senior member of staff, usually the centre manager.

2. Having spoken to the senior member of staff, if the issue is still not resolved to your satisfaction the Seetec member of staff will ask you to put your concerns in writing. Your letter should include details of the: centre you attend, details of the issue, the names of staff members spoken to and any relevant dates.

3. The letter should be sent to:

**The Complaints' Department  
Seetec  
Main Road  
Hockley  
Essex  
SS5 4RG**

On receipt, the letter will be logged and an acknowledgement letter will be sent to you within 3 working days.

4. The complaint will be assigned to a senior manager / director to undertake an investigation. It is possible that this senior manager / director will want to discuss the matter directly with you. Any conversation will be in complete confidence and will hopefully resolve all issues.

5. Within 15 working days of receipt of your letter you will receive a written response with details of the investigation's findings and recommendations for resolution of the issue.

6. If you remain dissatisfied, customers can seek resolution and investigation using an independent organisation who will act as an arbiter to broker resolution. Contact details will be provided to you at the time of the written response.



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