

Customer Complaints & Refunds



Lancaster Training Services Ltd is committed to customer/trainee satisfaction therefore we take any complaint very seriously and we endeavour to rectify the issue immediately.

Anyone wishing to make a complaint can either speak to the Training Manager directly or record their complaint below. The Training Manager will investigate the complaint as soon as practically possible and will report his finding to the customer with 48hrs of receipt.

If it is found that LTS has delivered a sub-standard service we will take steps to reimburse the individual/s affected. This does not affect our standard terms and conditions of sale, nor apply in situations where we reasonably deem we were not at fault.

- The purpose of this sheet is to help you record your complaint.
- It should also enable an amicable conclusion to be reached.

Name of Aggrieved: Date:

Date of incident: Name/s of any witnesses:

Nature of Complaint - Please describe why you feel aggrieved

Signature of Aggrieved

Please leave the boxes below blank. Thank you for completing this form – please hand it to the Training Manager

Persons present at meeting Date of meeting

Outcome of meeting

LTS signature

A handwritten signature in black ink that reads 'Richard W Little'. The signature is written in a cursive, slightly slanted style.

Richard W Little – Chairman

Document Control	
Issued	20/6/16
Version	2
Reviewed	Aug 17
Next Review	Aug 18
Owner	M Horabin
Title	Training Manager