



## **Guild of Ethics, Culture & Leadership Pty Ltd.**

### **Complaints Policy**

There may be times where our consultancy services or specialist course does not meet your expectations.

In these circumstances, we encourage you to let us know.

We are committed to learning from your experience as it will help us to continually improve what we deliver.

Our consultancy has a structured approach to resolving complaints as below.

#### **1. How to lodge a complaint**

If you are dissatisfied with a product or service provided by us, you can lodge a complaint with us.

#### **Please include in your complaint the following details:**

- Your name and contact details.
- The nature of your complaint.
- Details of any steps you have already taken to resolve the complaint.
- Details of conversations you may have had with us that may be relevant to your complaint and copies of any documentation which may be relevant.

Please send your complaint to [tonybeaven1865@gmail.com](mailto:tonybeaven1865@gmail.com)

## **2. Our complaints evaluation process**

We will take note of what information you provide to us. This information will be passed on the appropriate department of the consultancy to deal with your complaint.

We are committed to resolving your complaint within a timely manner.

## **3. Complaint response**

We will keep in touch with you during the process. If you require support, please email us. Once we have finalised your complaint, we will advise you of our findings and any action we have taken to address your concerns.