



Complaints and Appeals Process

Suffolk Rider Training Ltd (SRT) is committed to providing a high quality service and customer experience which is enjoyable, fair and transparent. If you have a problem with a decision that we have made or with the way you have been treated, in most cases the issue will be able to be resolved amicably and without having to use a formal process.

Feedback

If you require feedback on one of our decisions, please write to us at the following address:

**Suffolk Rider Training Ltd
Unit 17, Dales Road Business Centre,
Wharfedale Road, Ipswich, IP1 4JP**

Your letter should be clearly marked "Feedback Request", and you should quote your name, the address that you would like for correspondence and the decision that was made. We aim to respond in full within 10 working days. If there is a need for more time you will be informed as to the reason.

Alternatively you can email your request to us at suffolkridertraining@gmail.com

Please note we do not deal with anonymous complaints.

Submitting a formal Appeal or Complaint

If you remain unhappy, the school operates a formal Appeals and Complaints Procedure for customers.

Appeals are made against specific formal decisions (eg a decision not to issue a CBT certificate); complaints concern any aspect of the service delivered by the school.

The grounds on which appeals and complaints can be made are varied but please note that appeals/complaints cannot be made against a matter of professional judgement.

If you raise a complaint then SRT will:

- acknowledge it in writing within 3 days
- inform you of the person who is dealing with the complaint
- investigate the facts and circumstances with integrity
- inform you of the result of the investigation as soon as practicable once a conclusion has been reached

If you wish to Appeal against a decision this can only be done after feedback has been sought and dealt with as above.

Initially the Appeal will be reviewed within the Company by the Quality Assurance Manager. If the matter cannot be resolved at that stage a review by the Managing Director will be sought. A decision of the Managing Director will be the final response of the Company. Please note the supervising Authority for Motorcycle schools in the UK is:

Driver and Vehicle Standards Agency,
1 Unity Square,
Queensbridge Road
Nottingham,
NG2 1AY