



ENTO is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

1. making a complaint is as easy as possible.
2. we treat as a complaint any clear expression of dissatisfaction with our service which calls for a response.
3. we treat it seriously whether it is made in person, by telephone, by letter, by fax, or by e-mail.
4. we deal with it promptly, and politely.
5. we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
6. we learn from complaints, use them to improve our service, and publish information on complaints.

How do you make a complaint?

1. You can make a complaint in writing, by fax, by e-mail, by telephone or in person. If you are writing, faxing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.
2. If you know the ENTO Office ie Leicester, Cardiff or Paisley is relevant to your complaint, or the name or title of an appropriate member of staff, please make your complaint direct to them (referring to this complaints procedure would be helpful).
3. If you do not have this information, please get in touch with ENTO Head Office, which will give you the contact details for the most appropriate person. The Head Office can be reached at:

Kimberley House
47 Vaughan Way
Leicester
LE1 4SG
Tel. 0116 251 7979
Fax. 0116 251 1464

What happens next?

- All complaints are logged in a central location.



- We will acknowledge your complaint in writing within 5 working days and explain that it has been passed on to someone else within the organisation.
- Once the complaint has been dealt with satisfactorily a written response will be sent within 15 working days from receipt of original complaint.
- If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.
- That full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be the appropriate Manager.
- If, you are not satisfied with the response, you can ask for your complaint to be referred to the relevant Director.