

Customer Complaint Procedure

At MAXIMUS Employment & Training we're committed to providing the best quality service to each and every one of our customers.

We welcome any feedback, comments or suggestions you may have on ways in which you think we can improve our performance.

PROCESS

1	Talk to your Employment Consultant or Business Manager and they will try to resolve any issues that you have.
2	If you feel that the issue has not been resolved we will request that you complete a Customer Complaints Form. This will then need to go to the Complaints Resolution Officer (CRO). it can be sent in one of three ways; 1 - Hand the form in at the centre and they will forward it to the CRO. 2 - Email it to quality@maximusuk.co.uk 3 - Posted to MAXIMUS Employment and Training, MAXIMUS House, Pynes Hill, Exeter, EX2 5AZ
3	The complaint will be investigated by the CRO, who will notify you of the outcome within 10 working days. If the complaint has not been resolved within 10 days you will receive an update on the progress of the resolution.
4	If you feel the issue has still not been resolved you are able to ask for a review of the outcome.
5	The complaint will be investigated by the Senior Leadership Team who will notify you of the outcome.
6	If you feel that the issue still has not been resolved, you have the right to ask for a review of the MAXIMUS outcome with ICE the Independent Case Examiner's Office. Their address is: ICE, Independent Case Examiners Office, Jupiter Road, Chester. CH70 8DR.

Customers may also lodge their feedback with the Department of Works and Pensions.