



External Complaint Policy & Procedure

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External Complaints Policy & Procedure

1. Introduction

This External Complaints Policy and Procedure applies to Vestigo® Consulting Ltd, a subsidiary of The Investigo Group® (“TIG”).

This policy outlines the formal process for external individuals or organisations, such as training participants, clients, or partners, to raise concerns or complaints regarding our services, conduct, or any aspect of their engagement with our company. We are committed to addressing all complaints promptly, fairly, and transparently. This process is designed to ensure every concern is handled seriously, respectfully, and with a view to continuous improvement.

2. Scope

This complaints procedure applies to any person or organisation outside of our internal staff structure. This includes, but is not limited to, learners enrolled in our training courses or sessions, representatives of client companies, third-party contractors, and guests or attendees of any company-run events or services.

3. Commitment to Fairness and Confidentiality

We are committed to ensuring that all complaints are managed with integrity, impartiality, and in strict confidence. Complaints will be handled objectively and without bias, and all individuals will be treated respectfully and without discrimination. The information provided during a complaint will only be shared with those directly involved in the resolution process. We aim to foster an environment where concerns can be raised safely and without fear of retaliation.

4. Complaint Handling Process

Step 1 – Informal Resolution

Complainants are encouraged to raise concerns informally with the relevant staff member or trainer as soon as possible. Many issues can be resolved quickly through open discussion.

Step 2 – Formal Complaint

If the issue is not resolved informally, a formal complaint must be submitted in writing to the following email address - **vestigo@ii-solutions.co.uk**

The formal complaint should include:

- Name and contact details
- Details of the complaint
- Any steps already taken to resolve the issue
- Desired outcome

A written acknowledgment will be issued within 5 working days. The complaint will be investigated, and a response provided within 14 working days. If more time is required to investigate the issue thoroughly, such as when additional information or consultation is needed, we will notify the complainant within the 14-day period, explaining the reason for the delay and providing a revised estimate for resolution.

Step 3 – Internal Review

If the complainant is not satisfied with the outcome, they may request a review of the decision by a senior manager or director not previously involved. This must be requested in writing within 10 working days of receiving the formal outcome.

The review decision will be provided within 10 working days of receiving the request.

5. Escalation and Independent Appeals

If the complainant remains dissatisfied after the internal review, they have the right to appeal to an independent third party, appointed by the institute. This body is known to the complainant and has no vested interest in the case.

The independent third party appointed by Vestigo Consulting Ltd is Intend Business Development BV.

To submit an appeal to Intend Business Development BV, please use the contact information below.

Email – enquiries@intend-eu.com

Subject Line – ‘Complaint Appeal – Vestigo Consulting Ltd’

The complainant should include the following details:

- Name and contact details
- Complaint reference number
- Details of the complaint
- Any steps already taken to resolve the issue
- Outcome of Internal review
- Desired outcome

The appeal body’s verdict is final and binding for Vestigo Consulting Ltd. Upon receipt of the appeal decision, Vestigo Consulting Ltd is required to take all necessary steps to comply with the outcome. Vestigo Consulting Ltd will also communicate the outcome and any resulting actions to the complainant in a timely manner.

6. Record Keeping and Retention

All complaints, appeals, and related correspondence are formally recorded on our internal Complaints Record Document. These records are maintained securely and retained for a set period in accordance with our data protection policies, privacy obligations, and audit

requirements. This ensures traceability, transparency, and accountability in how complaints are handled and resolved.

7. Continuous Improvement

We periodically review complaints and their outcomes to identify patterns, root causes, and opportunities for service or process improvements. Insights gained from this analysis inform our training delivery, customer service protocols, and quality assurance strategies.

8. Conclusion

We value transparency, fairness, and continuous improvement. Feedback, whether positive or negative, is a vital part of how we grow as an organisation. We encourage all participants and partners to share concerns openly and trust that their complaint will be addressed respectfully, confidentially, and in accordance with this policy.