

# Feedback and complaints process

## Our commitment to you

Ingeus has a clear mission - to enable better lives by supporting people into meaningful and lasting employment.

We are committed to delivering exceptional service in every single interaction you have with us.

We also understand things don't always go the way we hope.

That's why we are always ready to hear how we can improve our service.

If you feel we have failed to meet your expectations, please follow this process so we can act on your feedback and resolve any issues as soon as possible.

**ingeus**

## How to access the Ingeus Feedback and Complaints Process

You can raise any issues with our service at any time, including:

- your initial appointment with us
- in follow up emails after your initial appointment
- by filling in the leaflets in our office
- clicking the link in your coach's email signature
- on our website [ingeus.com.sg](http://ingeus.com.sg)

## In the first instance

We encourage you to raise any issues with your coach in the first instance as they are often best placed to resolve any matters.

However, if you cannot resolve the issue with them or your feedback/complaint is about them, you can submit your feedback in writing to the Performance and Delivery Manager.

Email [linusleen@ingeus.com](mailto:linusleen@ingeus.com) or at our address Ingeus Pte Ltd, 11 Eunos Road 8, #08-01A, Lifelong learning Institute, Singapore, 408601.

## Tips to submitting written feedback

So we can get act on your comments as soon as possible, please remember to

- outline the nature of your complaint/feedback
- provide examples to support any points
- suggest any solutions you may have

## What happens next

Our Performance and Delivery Manager will review your written feedback and contact you by phone within two working days.

Any complaints and issues raised will be investigated and the Performance and Delivery Manager will aim to provide a resolution in five working days.

The Performance and Delivery Manager will also respond to you in writing within 10 working days from your initial complaint.

## Additional action

If the Performance and Delivery Manager has been unable to resolve your issue or you are not satisfied with the response you can also raise it in writing to the Ingeus Director.

The Ingeus Director will review your complaint and contact you by phone within two working days.

Your complaint will be re-investigated and the Ingeus Director will work closely with you to seek resolution within five working days. You will receive a written response within 10 working days.