



ERTH
ERTH Cooking Learning

Complaint Procedure

1. Definition of a Complaint

A complaint is an expression of dissatisfaction concerning the services received from Armed Forces Officers Club and Hotel.

Armed Forces Officers Club and Hotel take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Therefore in the first instance please do raise your complaint with a member of the team such as your course tutor and they will assist you. In the event that your complaint has not been dealt with to your satisfaction then please refer to our formal complaints policy below.

2 Making a Formal Complaint

A formal complaint is an expression of dissatisfaction concerning Armed Forces Officers Club and Hotel's service, when the complainant has drawn his or her concern to the attention of one of Armed Forces Officers Club and Hotel's employees and is not satisfied with the response.

If you are dissatisfied with the way your problem has been dealt with by a front line member of staff we encourage you to contact AFOC training Center via one of the following methods:

Call: 02 497 3081

E-mail: Training@afoc.mil.ae

Write to: AFOC Training Center Management

Please provide as much information as possible:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

including the nature of the problem, the date the problem occurred and details of who you have spoken to at Armed Forces Officers Club and Hotel about the problem. You should also tell us what you think we should do to resolve your complaint.

We recommend raising your complaint as soon as possible after the event so that we have the opportunity to investigate fully. Training Center Manager will investigate your complaint and respond to you within 10 working days.

Please do not forget to provide full details of how would like the response to be sent (email, letter, or telephone). Where possible, receipt of the complaint will be acknowledged on the same day that it is made.

Appealing after an initial complaint has been raised

If you are still unhappy with the response you receive from the training Center manager you may contact request that the Director reviews your complaint and the way in which it was dealt with. The Director will ensure that your complaint has been dealt with fairly in line with our policies and procedures.

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our welfare Department.

Telephone:-0526637689

E-mail: -info@edads.ae

Write to: Management

Please do not forget to provide full details of how would like the response to be sent (email, letter, or telephone).

Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Manager will investigate in full and respond to you within 10 working days.

This will be the final route of escalation within our company. Should you remain dissatisfied then please refer to our appeals policy.