



Complaints Policy

Complaints Policy

ESTI is committed to providing a high-quality service and values feedback from all individuals who engage with the organisation. We recognise that issues may arise and we are committed to addressing complaints in a fair, consistent, and transparent manner. To support this commitment, we will:

- Listen to concerns and seek to resolve issues in a constructive way
- Treat all complaints seriously
- Handle complaints in a fair, consistent, and transparent manner
- Respond to complaints in a timely manner
- Investigate complaints appropriately, regardless of the nature of the issue or the individual raising it
- Treat all parties with courtesy, respect, and empathy
- Seek to achieve a fair and reasonable resolution in all cases
- Use complaints as an opportunity to improve services and practices

Making a Complaint

If you wish to make a complaint, please contact ESTI. Complaints may be made verbally or in writing, and assistance will be provided where required.

Further Information

If you have any questions, please contact ESTI for further information and support