The Lean Six Sigma Company complaint handling procedure

The Lean Six Sigma Company strives to offer its customers the highest possible quality. Among other things, content, accessibility and speed of work play an important role in this. In the unlikely event that our services do not meet your expectations, you can file a complaint about this.

Because The Lean Six Sigma Company sees complaints as an opportunity to improve its services, we have drawn up a clear complaints procedure.

1. Definition of complaint

Any expression of dissatisfaction coming from a customer of our services, regarding the services and / or products of The Lean Six Sigma company.

1. Submitting a complaint

It is our preference to receive complaints in writing and preferably in English.   
In this way, there can be no difference of interpretation over definitions, so that the solution can be found with the highest possible quality. This also enables us to take over your complaint verbatim in our system, so that no information can be lost.

Submitting your complaint can be done in different ways:

* By contacting your contact person,
* By contacting the person ultimately responsible in the country to which the complaint relates by email via our contact form.
* By contacting our head office via our contact form.

When you report a complaint via email, always state the nature of the complaint, your contact details and (if applicable) the course or coaching moment.

1. Handling your complaint

To this end, the country partner concerned (and/or possibly the contact person) will contact you.   
The latter will go through your complaint with you and discuss a possible solution and lead time. You will receive a written confirmation of this.

If the nature of your complaint relates to your regular contact person and you prefer to speak to another employee, please feel free to indicate this in your complaint to the head office, via our confidential advisor, diana@theleansixsigmacompany.com

1. Handling

Based on the personal conversation and the proposed solution, we then strive to solve your complaint as well as possible. Although most complaints can be resolved within 2 weeks, it may happen that your complaint has a longer lead time than expected. If this is the case, we will inform you about this.

When your complaint has been dealt with, the contact person for your complaint will contact you again and inform you about this status. You will also receive a written confirmation of this. If no agreement is reached between the customer and TLSSC about a complaint, the customer can turn to a third party, knowing the independent advisory committee. The opinion of this independent third party is binding and the consequences will be dealt with within 1 month. If applicable, our office will provide you with the contact details of the contact person of the advisory committee.

1. Exception

For complaints regarding the exam, we ask you to first contact your trainer before submitting a general complaint about this.