
Compliments Policy

T I R®

TIR TRAINING SERVICES LIMITED

Induction

TIR Training Services Ltd is committed to providing the best possible service that it can and we encourage positive feedback from customers where appropriate. As such we have developed a Compliments Policy that explains our broad approach to handling compliments.

Aim

TIR Training Services Ltd aims to use compliments about a service or individual to share good practice among the Company and encourage staff to continue to provide excellent services.

What is a compliment?

A compliment is an expression of satisfaction with a service made by a customer about the organisation. A compliment may be made about an individual, team or a service as a whole.

Who is a customer?

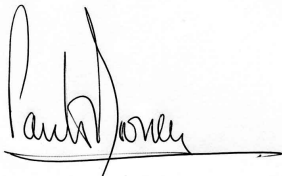
A customer is anyone who contacts TIR Training Services to request a service, or is in receipt of a service.

How can a compliment be given?

Any customer wishing to make a compliment can do so by contacting the head office in person, by phone, e-mail, fax or letter.

What is the process for giving a compliment?

On receipt of a compliment, the Group Human Resources Manager (GHRM) will circulate the correspondence/conversation to The Executive Management Team and to the individual concerned (if applicable). Should the compliment refer to an individual, the GHRM will place a copy of the compliment on the individual's personal file. The Executive Management Team will also decide if further recognition of the individual or team is required and possible reward.



E P Downey
Chief Executive