

## COMPLAINTS POLICY

**This Policy summarises the procedures to be followed to process complaints received from clients regarding the quality of the service delivered by the Company:**

1. Complaints may originate from learners, employers Trainers or Tutors directly or indirectly. Complaints may be received either verbally or in writing.
2. Each instance of complaint must be reported/directed to the relevant line manager. Upon receipt of the complaint the individual will complete the appropriate sections of a Complaints Record Form for appropriate action.
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 7 working days.
4. Once the complaint has been resolved the employee will complete the relevant sections of the Complaints Record Form, which will then be signed-off by the line manager.
5. The Clients Services team are responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
6. Completed Complaints Record Forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System and to monitor equality and diversity.

### **Procedure:**

#### **1.0 Complaint Received**

- 1.1 All complaints should be treated on an individual basis and depending on how a complaint is received will dictate the appropriate course of action.

#### **2.0 Telephone Complaint**

- 2.1 Upon receipt of a telephone complaint the person dealing with the call should in the first instance pass the complaint to the line manager and in the event of their absence the call should be passed to the most appropriate person. If neither is available then the person taking the

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call should take details of the complaint and complete Complaint Record Form F1058.

2.2 The complaint will be logged into the Complaints Register by the line manager and a copy of the complaint form will be forwarded to the appropriate person.

2.3 Once the complaint has been resolved the complaint form will be completed accordingly and a final letter/email sent to the complainant with the outcome.


### 3.0 Written Complaint

3.1 Upon receipt of a written complaint, either postal or via email, the complaint will be forward to the relevant person who will contact the complainant by phone and complete the complaints form.

### 4.0 Review

4.1 Complaints will be reviewed at SMT and an analysis of complaints will be compiled.

4.2 The CEO will liaise with the Senior Management Team to discuss continuous improvements, identify trends and any actions to be put in place to ensure business practices are having a positive impact in reducing complaints.

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**Complaint Record Form F1058**

Received by:				Company Name and Address:	
Position:					
Date:		Ref No:			
Client Name:					
Contact numbers:					
Details of Complaint					
Date Acknowledgement Sent		Referred To:		Date Reply Received:	
Actions Taken					
Date Response Sent:		Sent by:		Sign:	
Further Action Required:					
Date Final Letter Sent:		Sent by:		Sign:	
Signed off by (print name):		Sign:		Date:	

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