



Heart of England Training Ltd

# Complaints and Compliments

## Policy and Procedure 2021



## 1. Introduction

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Any member of staff wishing to make a complaint or receiving either a written or verbal complaint from a learner, parent, employer or customer must follow the process set out in this procedure.

The purpose of this procedure is to ensure that all complaints are recorded and investigated and that improvement and preventative action is taken. Records must be kept of the appropriate actions taken and a review undertaken to monitor and identify common or recurring trends.

The company values positive feedback and would like to know when learners, parents, employers or customers have been particularly impressed with our service. We can use these examples to share best practice. In addition compliments support staff recognition and can help boost morale. Any member of staff receiving such compliments regarding the company or its employees are encouraged to notify their manager.

## 2. Purpose

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The purpose of this procedure is to ensure that all complaints are recorded and investigated and that corrective and preventative action is taken. Records must be kept of the appropriate actions taken and a review undertaken to monitor and identify common or recurring trends.

## 3. Procedure

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**Definition:** A complaint is defined as an expression of dissatisfaction either verbal or written, notified to a member of staff from an internal or external source. This will include significant adverse comments recorded as a result of evaluation/surveys.

**Responsibility:** Directors are responsible for the effective control and investigation of all complaints.

It is the responsibility of the staff to record all complaints for the prompt implementation of the investigation process.

The appropriate manager will be responsible for:

- a) Investigating the cause
- b) Checking the adequacy of any action already taken
- c) Ensuring the problem is promptly and properly dealt with
- d) Initiating any long-term corrective action and prevent reoccurrence

Every member of staff is responsible for operating this procedure. If it comes to light that a member of staff has failed to report the receipt of a complaint either verbal or written in accordance with this procedure, the details will be noted and discussed with the relevant manager and then be brought to the attention of the directors.

## 4. Receipt of complaints

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**Written complaints:** Forward to relevant manager no later than 2 days of receipt. Any forwarded outside the 2 day limit must have a written explanation attached to explain the delay.

**Verbal complaints:** The following information must be passed to the relevant manager within 2 working days of receipt of the complaint detailing: -

- Date received
- Name and address of complainant
- Brief description of the nature of the complaint
- Name of the person receiving complaint

## 5. Processing a complaint

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The manager will on receipt of a complaint

- Record the complaint on the complaints form
- Decide who should respond to the complaint and action
- Send, when appropriate, an acknowledgement letter within 48 hours of receipt of the complaint
- Take appropriate action within an acceptable timescale (this will normally be 10 working days)

Return any copies of letters, reports of any visits undertaken or narrative of telephone conversations had. If a written response is not required this needs to be agreed with the relevant member of staff. A visit may be required if a written response is not to be sent and a copy of the outcome of the visit should be attached to the form.

- Note return in the complaints file accordingly
- Review action taken within the stated timescale
- Monitor complaints received for trends and repeat complaints

In conjunction with the staff, managers will:

- Review, evaluate and monitor the complaints on a regular basis
- Prepare a summary of complaints received
- Issue a summary of complaints to the quality team quarterly

## 6. Appeal

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In the event of the complainant expressing dissatisfaction with the response received, the manager will refer them to a company director for further investigation. The director will then take appropriate action within an acceptable timescale (this will normally be 10 working days).

## 7. Independent Arbitration

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In the event of a complainant being a learner or employer and expressing dissatisfaction with the response received, the director will in conjunction with the manager, decide if the complaint should be referred to the Skills Funding Agency. In the event of this happening the director will write to the complainant and advise them of the address and telephone number they should contact.

If a complainant should request to be referred to the Funding Agency, the information will automatically be given out.

This policy is reviewed annually by the company directors.

### Associated Documents

1. Complaints form/file
2. Complaints file

<b>Version:</b> 16	<b>Effective date:</b> September 21
<b>Prepared by:</b> Directors	<b>Review date:</b> August 2021
<b>Approved by / Date :</b> Jill Gibson, September 2021	<b>Date to be reviewed:</b> July 2022



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**Complaints Form**

Name of complainant:	
Date of incident:	
Nature of complaint:	
Conclusions & actions agreed:	

Signature: (Complainant)	Date:
Signature: (Staff member/manager)	Date:
Signature: (Manager)	Date: