

TITLE: Customer Feedback/ Complaints Policy and Procedure
ISSUED BY: Business Assurance
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Policy

1. Introduction

Training 2000 is committed to providing a high quality experience for all its customers, through its teaching and its range of professional support services. It encourages a positive environment in which informal contact and feedback from learners is welcomed and where complaints can be dealt with effectively.

The Feedback & Complaints procedure outlines the processes to be used when a customer has cause for concern. Attention is drawn to this document through the Training 2000 website, the Learner handbook and course inductions.

Aims of the Policy

- To provide a clear framework to help anyone who is not satisfied with Training 2000 services to raise their concerns and to ensure that Training 2000 responds effectively.
- To ensure that Training 2000 has systems in place to make improvements happen as a result of a complaint.
- To encourage prompt resolution at an early informal stage.
- To ensure that all complaints are dealt with seriously, fairly and sensitively, with no resultant victimisation of a complainant.
- To raise awareness of the policy and procedures and ensure that staff understand the processes through appropriate training.
- To define responsibilities and allocate duties to individual members of Training 2000 staff in relation to the procedures set out.

2. Scope

This document should be used by anyone who wishes to formally complain about our services, including learners, employers, schools, partners, parents/guardians of learners under 18, local residents and other users.

Parents/guardians, or other third parties with a close connection to the learner, wishing to complain on the behalf of the learner (including those under 18 years of age) must produce written agreement from the learner that they can act on their behalf.

There are separate procedures for:

- learners wishing to appeal against assessment outcomes. They should use Training 2000 Vocational Qualifications Appeals process (FM/TR.108)
- staff wishing to complain about any aspect of their employment. Staff should use the Grievance Procedure (PR/HR.18);
- those wishing to feedback (comment, compliment or make suggestions) on our services. They should use the Training 2000 feedback systems found on Training 2000 website (www.training2000.co.uk) or by emailing info@t2000.co.uk.

Definitions:

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. Requests for services or changes to services, comments and suggestions, focus group and questionnaire feedback and assessment, disciplinary appeals are not considered as complaints and therefore do not fall within this process.

Roles and responsibilities:

The Business Assurance Team receives all formal complaints and is responsible for logging and monitoring the complaints in accordance with the procedures below

All staff have a responsibility for receiving complaints, treating them seriously and dealing with them appropriately. Whenever possible, complaints should be dealt with informally and promptly. All complaints (formal and informal) received by a member of staff must be forwarded to the Business Assurance Team to be recorded.

Business managers have a responsibility to take a lead role in resolving complaints, through investigation (when appropriate) and responding to the complainant

The CEO of Training 2000 is responsible for resolving complaints that have reached the appeals stage.

The ESFA does not usually get involved with complaints. Any learner or parent who is unhappy with how Training 2000 has handled a complaint (e.g. an application for bursary funding) should follow our own complaints procedure.

Confidentiality

All complaints will be handled sensitively and with discretion. If a learner makes a complaint against a member of staff, that member of staff may be informed about the substance of the complaint so that they are in a position to make a response. If, in exceptional circumstances and for justifiable reasons, a complainant wishes to remain anonymous from the individual about whom the complaint is made, this may be considered, for example in cases of harassment.

Training 2000 will not normally investigate anonymous or malicious complaints.

Related Documents:

- Complaints Form [\(GN.141A\)](#)
- Staff Grievance Procedure (PR/HR.18)
- Vocational Qualification Appeals (FM/TR.108)
- Bursary and Travel Guidance for Learners (FM/FP.59)

Procedure

1. Informal complaints

- It is hoped that most complaints can be dealt with using the informal procedure.
- Concerns should be raised in the first instance with the person or area concerned as soon as possible. If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive at an agreed resolution.
- If a complaint is about a member of staff it should be referred to the relevant line manager.
- If a learner reports a fault with accommodation (e.g. dirty floor, broken furniture etc.) the tutor or front line member of staff should report this to the Facilities Team via intranet.
- At this informal stage complaints may be made in person, by phone or by email.

- All informal complaints, even when satisfactorily resolved, should be forwarded to the Business Assurance Team to be logged.

2. Formal complaints procedure

Where complaints are very serious or the matter has not been resolved informally, the complainant should raise a formal complaint under the following procedure.

Complaints made more than three months after the incident will not normally be investigated

Filling out a complaints form: the complainant should fill out a [Complaints Form \(GN.141A\)](#) having read the Complaints Policy and Procedure (both available from Training 2000 Reception or website – www.training2000.co.uk). The form should be returned to Reception or to the Business Assurance Team at Furthergate Business Park, Harwood Street, Blackburn, Lancashire, BB1 3BD or by email to info@t2000.co.uk

All complaints received directly by a member of staff should be passed on immediately to the Business Assurance Team to ensure proper response.

Acknowledgment: the Business Manager or Business Assurance Team sends an acknowledgment (normally within 1 working day), stating who will be investigating the complaint and that a response will be provided following an investigation; which should take place within 7 working days.

Logging the complaint: the Business Assurance Team maintains a spreadsheet of all complaints and their progress.

Investigation of the complaint: the Business Assurance Team forwards the complaint (clearly identifying timescales) to the most appropriate senior member of staff, normally the Business Manager of the area. An independent manager may be asked to conduct the investigation if appropriate. During this stage the complainant may be contacted for further information or to be invited to meet with the investigating manager (They may be accompanied by a friend or family member. An accompanying person cannot take active part in the proceedings but can offer support to the complainant).

Resolution: the investigating manager will consider the complaint thoroughly and will complete the investigation form on the intranet customer feedback system.

The investigation manager will make a judgement based on evidence gathered and will decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Uphold or partially uphold the complaint, propose an amicable settlement, take appropriate steps to address the issue and to avoid a similar problem arising in future.
- The investigation outcome will normally be communicated to the complainant by the Business Manager (or relevant person nominated by a member of the GEMT), a copy of the letter will be filed by the Business Assurance Team.

Quality improvement: the investigating manager along with the Business Assurance Team will ensure that relevant action is taken to change procedures or implement staff training to prevent recurrence of the complaint.

Monitoring the complaint: the Business Assurance Team will monitor all logged complaints to ensure they are resolved within the allotted working days. A member of the Business Assurance Team will inform the investigating manager of any unresolved complaints and will notify the complainant if they are unable to meet the agreed timescale.

Evaluation: a record of complaints and outcomes will be recorded on the customer feedback database. A summary of complaints and their outcomes will be presented at each GEMT management review meeting.

Appeals

If the complainant is dissatisfied with the response they receive as an outcome of the investigation, they may appeal to the CEO of Training 2000.

The appeal should be made in writing stating reasons for the appeal and any action they are seeking.

The CEO will investigate the complaint and decide to:

- Uphold the original decision/dismiss the complaint as unfounded.
- Uphold or partially uphold the complaint, recommend appropriate steps are taken to address the issue and to avoid a similar problem arising in future.
- Invite the complainant to attend an appeal hearing (they may be accompanied by a friend or family member (An accompanying person cannot take an active part in the proceedings but can offer support to the complainant)).

A written notification of the result of the appeal will normally be sent within 7 working days of Training 2000 receiving the appeal.

The CEO may delegate responsibility for the appeal to the Director of Business and Educational Standards providing they have not previously been involved with the case.

ESFA complaints procedure

Before making a complaint to the ESFA about Training 2000 the complainant should have exhausted our own complaints procedure, including any appeals process. ESFA may get involved if there is an allegation that this guide is being seriously disregarded.

The ESFA outline in their guidance which complaints they will investigate which include:

- the quality, management or experience of education and training
- undue delay or non-compliance with published procedures
- poor administration by the provider
- equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter through the court, tribunals or other organisations)

The ESFA complaints procedure is available on GOV.UK
[Procedure for dealing with complaints about providers 2017.pdf](#)