

Comments and Complaints Procedure 2019-20

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Scope and Purpose

At North of England Training (NOET) the views of our learners, employers and partners are regularly sought and are treated with the utmost importance. Feedback from service users enables us to identify areas for improvement as well as celebrate good practice. It is essential that users' raise any issues or concerns so that these can be dealt with without delay.

This document details the complaints procedure. A complainant may be a learner, prospective learner, parent, employer or any other interested party that indicates dissatisfaction with the current level of service.

Responsibility

Overall responsibility and the day to day administration of this procedure lies with the Operations Directory. All staff have a responsibility to try to resolve informal complaints prior to invoking the Complaints Procedure. All staff have a responsibility to forward formal complaints to the Operations Director.

Making A Complaint

Formal complaints can be made in the following ways:

By telephone – 01257 208830

By Email - feedback@northofenglandtraining.co.uk

Policy

North of England Training:

Will investigate complaints thoroughly and objectively and they will be regularly monitored by the Operations Director.

Aims to reach an outcome / decision within twenty working days – however some complaints, especially if the issue is more difficult to resolve, may take longer.

Will contact the complainant to advise if the investigation is likely to take more than twenty working days and will keep them informed of our progress by their preferred method of contact.

Aim to have communicated the outcomes/decisions to the complainant within twenty working days.

Will ensure that learners will not be treated less favourably following their complaint. If this is found to be the case, staff disciplinary procedures will be followed.

Will identify actions from complaints, comments and compliments received to improve and develop our services.

Procedure

Learners:

If a learner has a concern, it should initially be raised with their tutor, or an alternative member of staff if that is not appropriate. The member of staff must take every opportunity to resolve the complaint informally. If an informal resolution is not possible, an email should be sent to feedback@northofenglandtraining.co.uk. If the complaint is communicated by telephone or email the member of staff can record the details on behalf of the complainant and will forward it to the Operations Director.

External Complainants:

External complainants can contact the Operations Director using the email address above.

As part of our drive to improve our services for all customers, we will ask for Equality and Diversity Information for example; gender, age, ethnicity etc. these details help us to make sure that all people are treated fairly.

Emails should be completed with as much detail as possible but most importantly should include:

- full name
- date of birth
- contact details.

On receipt of a complaint, the Operations Director will be notified within five working days of receipt. This will then trigger the 20-day cycle. The Operations Director will then investigate the issues raised.

Following the investigation, the outcomes/decision will be communicated to the complainant.

If the issues have been resolved the complaint will be closed on the Complaint System.

Comments or Complaints should be raised within three months of the original issue so that evidence is available for the investigation. Any Compliment, Comment or Complaint received after this period will not be investigated.

All complaints will be looked into and investigated but this could be limited for anonymous complaints, depending on the amount of information provided or available.

Learners should be aware that malicious complaints received in any form will result in disciplinary action (i.e. complaints that are not true, use of foul language in any communication that are sent to staff).

All complainants should be aware that staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

A Complaints Analysis will be produced quarterly and reports will be submitted to Governors on a regular basis concerning the nature of the complaints received for improvement purposes.

Complaints Appeal Process

If the complainant is dissatisfied with the outcome of a complaint, they may appeal against the decision within ten working days of our response.

The appeal will be investigated by a manager independent of the original complaint and the above timescales will apply. The outcome of this appeal concludes the complaints process.

If your complaint relates to a course funded by the Education and Skills Funding Agency (ESFA) and the above Complaints Procedure has been exhausted, you can contact these agencies within three months of the complaint decision using the contact details below:

Email or post your complaint to the ESFA complaints team:

Email: complaints.ESFA@education.gov.uk

Post:

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road

Coventry
CV1 2WT

Equality And Diversity

All complaints will be treated fairly. All complainants will be treated with respect and fairness throughout any investigations and processes linked to a complaint made.

Linked Policies and Procedures

The Complaints Policy is linked to:

- Student Code of Conduct
- Safeguarding Policy
- Equality and Diversity Policy

The policy is cross referenced to the above policies and any complaint that falls within the processes of another policy will be handled under the appropriate policy but formally logged as a complaint.

Policy Date: 31.01.2019
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