



## **Complaints and Compliments Policy**

<b>Purpose</b>	
Policy to set out the Formal Complaints Handling Procedure. Policy to demonstrate the commitment to providing learners with the best possible service across the whole range of its activities, ensuring the quality of service that we provide is important and monitored through the Quality Review and Self-Assessment Process. Policy provides a framework of the complaints handling procedure that we operate for our learners should we fail to meet our standards of service.	
<b>Key words</b>	
Compliment, Complaint, Contacts, Process	
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<b>Title of Owner:</b>	Operations Director
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<b>Target Audience:</b>	All employees

#### **Version Control**

<b>Version Number</b>	<b>Date</b>	<b>Comments (Description change and amendments)</b>
4	11.10.17	Review of policy Addition of notifying primes New front cover and contents sheet Removal of Footer Added key contacts
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For more information contact: **Sophia Franzen –Director of Operations and Growth**

### **Equality Statement – Due Regard**

Acorn Training Ltd aims to design and implement policy documents that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others.

It takes into account the provisions of the Equality Act 2010 and promotes equal opportunities for all.

This document has been assessed to ensure that no one receives less favourable treatment on the protected characteristics of their age, disability, sex (gender), gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity.

In carrying out its functions, Acorn Training Ltd must have due regard to the different needs of different protected equality groups.

This applies to all the activities for which Acorn Training Ltd is responsible, including policy development and review.

### **Reporting to Prime Providers and Funding Bodies**

Where appropriate, there may be the need to inform a prime provider of irregularities or specific issues within the remit and scope of this policy. At all times, this should be discussed with the Managing Director or the delegated officer. A non-conformity/incident report should be raised in line with our ISO9001 accredited quality management system to aid and facilitate reporting. Individuals may also wish to refer to the whistle blowing process where it is not deemed appropriate to report to the Managing Director or their delegated officer.

### **Training**

The following training is required to support implementation and ongoing maintenance of this policy:

- Updated policy document to be issued to all employees, through induction and annual refresher

## **COMPLIMENTS AND COMPLAINTS POLICY**

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## **Introduction**

This booklet sets out the Formal Complaints Handling Procedure for Acorn Training Ltd. The Company is committed to providing its learners and customers with the best possible service across the whole range of its activities. The quality of service that we provide is important and is monitored through the Quality Review and Self-Assessment Process.

This booklet describes the framework of a complaints handling procedure that we operate for our learners and customers should we fail to meet our standards of service.

## **The Company Complaints Handling Procedure**

Our main aim is to ensure that all our learners' and customers' needs are met at first contact. We hope that our system is easy to use. We have tried to keep the processes as simple as possible, with the stages clearly set out and responsibility clearly allocated. We hope that our system, in its operation, will be objective, speedy and confidential.

We would see a complaint as an expression of dissatisfaction with the standards of service, actions or lack of action by the Company or its staff, affecting an individual learner, customer or group of learners or learners or customers or someone who is seeking or receiving services from the Company. This could be in the form of a written or verbal complaint.

We promise to look at any case where you have experienced problems for which we might be responsible.

We also undertake to monitor and analyse complaints and use the information to improve our systems and services. This is an important part of our quality

control system. Following any compliment or complaint a non-conformity report will be raised.

## **Making Contact**

1. First, contact the appropriate Centre to see if the matter can be resolved informally:
  - If you are dissatisfied with an aspect of your course, please contact your Tutor/Adviser, who will try and resolve the issue.
  - If the matter relates to another aspect of our service, please contact the Customer Service Assistant.
  - If your Tutor/Adviser is unable to resolve it, the matter will be referred to a Senior Tutor or Adviser for formal investigation and resolution.
  - The Senior Tutor/Adviser will give you an initial response within 10 working days and give you a full written response as soon as a thorough and objective investigation has been completed.
  - If you are not satisfied with the written response, you may write to the Senior Tutor/Adviser, who will respond in writing having reviewed the report and your comments.

### **Further:**

- If we accept your complaint, we will indicate the steps we will take to put matters right;
  - If we reject your complaint, we will give you our reasons.
2. If you are not satisfied with the response you receive, then you can make a formal complaint, details of which will be found in our initial response.
  3. The Operations Manager will review the matter and give you an explanation of their findings in writing.
  4. Complaints received at Head Office will be investigated by the relevant Operations Manager or will be assigned to an Operations Manager, in conjunction with appropriate Managers.
  5. If you are still not satisfied with the outcome, you have the right to appeal, in writing, to the Operations Director.

Please make sure that you follow the procedure, as a formal complaint will only usually be investigated once an informal attempt has been made to resolve the matter.

## **Key Contacts**

### **Contacts at Centre:**

- Tutor/Employment Coach
- Senior Tutor/ Employment Coach
- Team Leader / Business Manager

### **Other Contacts:**

- Head of Employability & Justice
- Operations Director
- Managing Director

## **Our Complaints Pledge**

### **We Pledge:**

- to investigate complaints quickly and effectively in a polite and courteous manner;
- to make sure your complaint reaches the right person straight away, and that you know who is dealing with it;
- to investigate complaints thoroughly, and to provide a speedy remedy if we are at fault to prevent the problem arising again;
- to keep customers informed about our progress in resolving their problems;
- to monitor and analyse complaints regularly and use this information to improve our systems and services in the future.



You can send your compliments and complaints to:

**Acorn Training Ltd**

Acorn House

140 Brownhills Road

Tunstall

Stoke On Trent

ST6 4JU