



## Complaints Policy & Procedure

### Our complaints policy

We are committed to providing a quality education and training service to all our learners, maintaining high standards of conduct in our operations and working in an open and accountable way. By listening and responding to the views of our learners we can improve the quality of our services to them. We try to ensure that

- Making a complaint is easy and straightforward,
- We treat all complaints seriously and sensitively,
- Complaints are dealt with promptly and politely,
- We respond to complaints proportionately, i.e. ranging from an immediate informal apology through to a formal written response.

### Informal approach

An informal approach is appropriate when it can be achieved. Therefore, in the first instance you should raise the issue with the member of staff concerned as soon as is reasonably practicable, in order that the matter might be resolved swiftly and informally. If, however, the matter cannot be resolved satisfactorily you should follow our formal complaints procedure.

### Formal complaints procedure

#### Stage 1

You should make a formal complaint to us in writing. This can be by letter or email. Your letter/email should set out

- the details of your complaint
- how this has affected you as a result, and
- what you consider should be done to resolve the issue.

You can expect your complaint to be acknowledged within 3 working days of receipt. In our reply we will **either** give our response to your complaint **or** give you an interim response along with the reason/s for not yet being able to provide a response. The usual reason for this is that we need to make further investigations which will take a number of days to complete.

You can expect to receive our response to your complaint and an explanation within 10 working days.

## Stage 2

If you are not satisfied with our response you can appeal this by writing to our Management Committee. This should be by letter and addressed to the Chair of the Management Committee. Your letter should set out your complaint and the reason/s for your dissatisfaction with our response.

You can expect this appeal to be acknowledged within 3 working days of receipt. The Chair of the Management Committee will appoint a member of the committee to review your complaint and our response. You may be invited in to a meeting as part of this review process.

You can expect to receive the Management Committee's response to your appeal within 20 working days. The decision of the Management Committee is final.

We keep full records of all formal complaints.