



COMPLAINTS POLICY

Scope of the Policy

This policy is provided for TRAINING WORKS customers, learners and staff members who are using or delivering courses and qualifications offered by TRAINING WORKS.

Review arrangements

TRAINING WORKS will review this policy annually in line with self-assessment arrangements. This policy will be also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

Location of the Policy

This policy is available for all staff members, third parties and learners to access.

Communication of the Policy

Every staff member involved in the management, delivery, assessment and quality assurance of qualifications offered by TRAINING WORKS, shall be made aware of this policy during their induction period of employment. Learners undertaking TRAINING WORKS qualifications shall be informed of this policy during their induction process.

Policy Statement

TRAINING WORKS is committed to providing a quality service for learners, customers and employees, working in an open and accountable way that builds trust and respect. The ways in which this can be achieved include:

- continuing to improve the services offered
- listening and responding positively to the views of learners, customer and employees
- ensuring all complaints are investigated and any mistakes made are put right.

Statement of Principles

TRAINING WORKS aims to ensure that:

- Anyone wishing to make a complaint have the opportunity to do so
- all complainants receive a response, together with a written copy of the Complaints Policy
- all complaints are dealt with promptly, politely and confidentially
- lessons are learned from any complaint

TRAINING WORKS recognise that concerns may be raised informally. Any informal concerns or complaints will be resolved quickly and professionally.

An informal approach to dealing with a complaint may be appropriate; however, if concerned are not satisfactorily resolved, then the formal complaints procedure must be followed.

Definition: A complaint can be defined as 'any expression of dissatisfaction that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and whenever possible, resolved to the complainant's satisfaction.

TRAINING WORKS responsibilities are to:

- acknowledge any formal complaints in writing
- respond within the stated period of time
- deal reasonably and sensitively with any complaint and take action where appropriate

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and TRAINING WORKS maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality, (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Stage One

If a complaint is unable to be resolved informally, the complainant should write/email the Quality Manager. The letter/ email of complaint should set out the details of the complaint, the consequences for them as a result and the remedy they are seeking.

Complaints will be acknowledged within two working days of receipt of the complaint. All complaints will be investigated by the Quality Manager (the investigator). Investigators may be appointed by the Quality Manager.

As part of complaint investigations, the investigator(s) may undertake interviews with the relevant people involved.

The complainant will be informed of the investigation outcome and decision within ten days of a complaint being acknowledged. This may be extended, depending on the nature of the complaint.

Stage Two

If a complainant is not satisfied with the outcome of a complaint, they can write to a member of the Senior Management Team at TRAINING WORKS and ask for the outcome to be reviewed.

A member of the Senior Management Team (Director – Operations) will acknowledge a complaint review request within two working days of receipt of the request. TRAINING WORKS aim to resolve all matters as quickly as possible, however, some issues may be more complex and therefore may require up to ten days to be re-investigated.

A complainant will be informed if any complaint investigation is to take longer than ten days. They shall receive an interim response describing what is being done to deal with their complaint and when they can expect a full reply.

The outcome of a complaint review request will be given in writing to a complainant.

Stage Three/ Final Stage

If a complainant is dissatisfied with the subsequent reply from TRAINING WORKS (stage two) they have the option to contact the Managing Director to review their complaint. The Managing Director will have the final decision on any complaint made to TRAINING WORKS.

If a complainant is still dissatisfied with the outcome of their complaint at this final stage, they may be able to contact a relevant awarding or funding organisation with regards to their complaint. Training Works will provide the complainant with the appropriate contact details.

The relevant awarding or funding organisation will undertake an investigation into any complaints received, in line with their own Complaints Policy.

All documents relating to a complaint must be saved and stored securely in the centre. Awarding organisations must be given access to information or documents relating to complaints when requested.