



COMPLAINTS POLICY & PROCEDURE

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Completed by: J. Mannox

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Table of Changes

Change Made:	By:	Date:	Version
Business name, logo and contact details	C. Gowlett	19/11/17	1.1
Reviewed – no change	J Manno	22/05/18	1.2
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This policy and procedure is subject to The Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation, Disability.

1. Policy

1.1 The Training Initiative places a significant emphasis on customer feedback and views the complaints process as valuable tool for contributing to ongoing improvements to the quality of our services. The policy of The Training Initiative is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously.

1.1 Making a complaint

A complaint is an expression of dissatisfaction concerning The Training Initiative Group Ltd product or service. The Training Initiative Group Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the Training Office Manager via one of the following options:

Call: 01827 216 171

E-mail: enquiries@thetraininginitiative.co.uk

Write to: The Training Initiative, 12 Victoria Road, Tamworth, B79 7HL.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

The Training Initiative Group Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully.

To make a complaint regarding an employer, all complaints must be sent to the attention of the person and address/email as identified in the commitment statement.

2. Minimum Expectations

2.1 All complaints will be acknowledged within two working days of receipt.

2.2 We will try to resolve complaints to the satisfaction of all parties within ten working days of receipt.

3. Protocol for Responding to Complaints

3.1 Any complaint must be produced in writing by the complainant.

A complaint shall be deemed effectively received:

- if sent by email, on the date when receipt has been personally acknowledged by return email (electronically generated receipts shall not be valid);
- if delivered personally, on the date when left at The Training Initiative's registered office or the employer's address (as applicable) and signed for; or
- if sent by recorded delivery post, on the date when the notice has been signed for at The Training Initiative's registered office or the Employer's address.

3.2 Formal acknowledgement of the complaint, with, where relevant, a copy of the Complaints Policy and Procedures, will be confirmed within two working days of receiving the complaint. This communication will inform the complainant that they will receive a full response within ten working days.

3.3 Complaints received centrally will be forwarded to the appropriate Department by the Manager responsible for managing complaints. All complaints will be treated as confidential and will be handled with sensitivity by the investigating manager.

3.4 Every communication, either from the complainant or from The Training Initiative, will be copied to the Manager responsible for managing complaints in electronic format, where possible. Notes will be kept of meetings and telephone calls and these will be maintained by Manager responsible for managing complaints.

3.5 The manager or senior manager responsible for the area about which a complaint has been made will ensure that a full response to the complaint is provided within ten working days, wherever possible. When this is not possible, explanation will be given to the complainant within ten working days, this will include a proposed schedule for response.

3.5 The final response should include an explanation to the complainant of how to take their complaint further, (if necessary).

4. Responsibilities

4.1 The manager or senior manager responsible for the area about which a complaint has been made is responsible for investigating and responding to the complainant.

4.2 The manager or senior manager who receives the complaint is responsible for copying information on the response to the complainant and to the Manager responsible for managing complaints.

4.3 The Director for Quality will be responsible for monitoring the timely and effective implementation of the complaints policy and procedure; responsibility for overseeing the complaints process may be delegated to a designated member of the Innovation and Improvement team.

4.4 The Director for Quality will be responsible for recording the nature and number of complaints and making an annual report.

5. Protocol for Complainants

5.1 Students, employers, members of the public and members of staff are able to complain through a number of avenues, including: the use of comments slips, which are available at reception; via e-mail; a telephone call direct to a member of staff; the customer services email service; using social media, such as The Training Initiative's Facebook page; or by contacting the Director for Quality or a member of the Senior Management.

5.2 If the complainant remains dissatisfied following the response from the relevant manager, they are able to take it further by contacting a member of the company's Senior Management Team, which will usually be the Director for Quality, in the first instance. Complainants are able to escalate further to the Directors if they remain dissatisfied.

5.3 If the complainant has exhausted The Training Initiative's complaints policy and is still not satisfied, they may wish to write to the relevant funding agency about the Company's handling of the complaint, details of which will be provided on request.

5.4 If the complaint is an appeal against grading or assessment, the separate academic appeals procedure should be followed. The academic appeals policy is available on request.

6. Receipt of Complaints

6.1 If a complaint is received by post or given to reception it will be forwarded on the same day that it is received by Director for Quality. It will be date stamped when received.

6.2 If a complaint is received directly by a Tutor, copies of all correspondence and notes of telephone calls or meetings will be forwarded to the Manager responsible for complaints.

7. Monitoring and Quality Assurance

The Director for Quality will provide an annual report to the The Training Initiative Board Management team summarising the complaints during the year. This will be based on an analysis of the complaints by course and teams, category of complaint, and type of complainant. Analysis will also be provided according to diversity information. The Director for Quality will be responsible for investigating and responding to any queries arising from the annual report to Management team.

This policy cross-references with the following documents:

- The Training Initiative's Purpose, Vision and Values
- Student Engagement Strategy
- Quality Strategy
- Teaching, learning and assessment strategy
- Equality and Diversity Strategy
- Professional Standards for Teaching Staff
- Academic Appeals Policy

8. Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Training Office Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Training Office Manager will investigate in full and respond to you within 10 working days.

The Training Office Manager can be contacted on:

Call: 01827 216171

E-mail: enquiries@thetraininginitiative.co.uk

Write to: The Training Initiative Group Ltd, 12 Victoria Road, Tamworth, B79 7HL

This will be the final route of escalation within our company.

Should further escalation be required, the complainant should contact our relevant Awarding Organisations, or the Education Skills Funding Agency via the Apprenticeship Helpline (in England the Skills Funding Agency can be contacted on 0800 015 0400 or send an email to nationalhelpdesk@findapprenticeship.service.gov.uk).

The Training Initiative has a separate Appeals Policy and Process for disputes and disagreements within the assessment process. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have

Fig: Complaints Process

