

# Complaints and Compliments Policy

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## Document control

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<b>Author:</b>	Jayne Wass –quality director
<b>Owner:</b>	Jayne Wass –quality director
<b>Summary:</b>	This policy details our strategy for actively seeking, responding to, and learning from the complaints and compliments received about our service from our customers.

## Authorisation

<b>Signature:</b>	<i>Graham D Howe</i>	<b>Title</b>	<i>Managing Director</i>	<i>8<sup>th</sup> October 2021</i>
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## Related Documents

Standards of business conduct policy (P03)

Disciplinary policy (P07)

GDPR / data protection policy (P20)

Behaviour policy (P40)

## Purpose

The apprenticeship college is committed to providing an excellent service and highest quality education to everyone we deal with. We are committed to monitoring and evaluating the standards of education we provide, and we regularly capture feedback from our learners and employers to see how well we are doing. It is an integral part of our process for driving improvements and monitoring the quality of our services.

It is in the context of a complaint, concern, issue or compliment that this policy applies.

If we have an attitude to complaints and compliments where our customers including learners, employers, and other stakeholders can see that we are accountable, that we take ownership and lead all our actions with honesty, discipline and integrity we ensure we make our customers feel that their opinions on our services are valued and appreciated.

We view complaints as an opportunity to put things right for the person that has made the complaint as well as an opportunity to learn and improve. The way we respond to an unhappy customer will determine how they view our business and what they say about us for a long time to come.

The objectives of our complaints procedure is to:

- Capture all complaints, resolve them, learn from them.
- Make sure we really listen so that the complainant feels heard
- Do all we can to reach a resolution that recognises what matters to the complainant
- Do all we can to delight an unhappy customer to change their perception and exceed their expectations
- Damage control – protect our reputation and our brand by dealing effectively and swiftly
- See complaints as an opportunity to learn lessons and improve

We view compliments as an opportunity to recognise and learn from what we do well and to celebrate and recognise when we provide a great service to our customers. Taking the time to identify and recognise our strengths and the positive impact they can have on our customers is an equally valuable mechanism for learning lessons.

The objectives of our compliments procedure is to:

- Capture all compliments, acknowledge them, learn from them, share best practice.
- Celebrate what we do really well that our customers value and appreciate.
- Find ways for our staff to recognise and take pride in the great services they provide.

## Scope

Any individual who thinks they have a justified cause for concern, complaint or compliment should feel able to raise it with the apprenticeship college through any of the communication channels detailed within the procedure.

## Responsibilities

<p><b>All staff</b></p>	<p>It is the responsibility of all staff to make sure they respond to complaints and compliments in line with the guidance provided through the procedure that supports this policy.</p> <p>Staff should be empowered to view the active seeking of concerns, complaints and compliments as a positive that enables us to focus on creating great experiences and services for our customers.</p> <p>The most up to date complaints and compliments policy and procedure are available on the staff breathe dashboard.</p>
<p><b>Senior managers</b></p>	<p>It is the responsibility of the appropriate senior manager to lead on the role of complaints and compliments investigation and review.</p> <p>For complaints, they will manage the relationship with the complainant, co-ordinate any actions with teams and individuals to reach a resolution, manage follow-up to ensure the complaint has been closed effectively and carry out a route cause analysis to identify and share lessons that can be learned to drive forward improvements.</p> <p>For compliments, they will manage the review to identify best practice and ensure mechanisms are in place to share across the team.</p>
<p><b>Quality director / business development director</b></p>	<p>Has accountability for ensuring this process is implemented, embedded and followed.</p> <p>Will be responsible for reviewing the outcomes and effectiveness of this policy and associated procedures and ensuring reporting mechanisms are in place to share outcomes with the senior management team</p>

## Monitoring

Reporting to the senior management team will take place at least quarterly that details the outcomes and any recommendations that have been implemented in response to all formal complaints and compliments.

All complaints will be treated with appropriate seriousness and in a fair and understanding manner and will be investigated at a level appropriate to the complaint made.

All complaints will be dealt with in confidence and in accordance with our GDPR data protection policy (P20)

# Complaints and Compliments Procedure

## How to raise a concern, make a complaint or pay a compliment

A concern, complaint or compliment can be made in person, by phone, e-mail or post.

### You can

speak to a member of staff

### You can

call 020 3651 4747

### You can

email [info@theapprenticeshipcollege.com](mailto:info@theapprenticeshipcollege.com)

### You can write to

The Stowe Centre, 258 Harrow Road, London, W2 5ES

Compliments help us to understand what we are doing well so we can learn from them and keep pushing to improve our service.

Concerns and complaints help us to understand where things are not quite right and give us an opportunity to improve them for the individual and also make changes that can improve our services for other.

## How we will deal with your complaints

In order to help us resolve your complaint as efficiently as possible it would be very helpful if you can provide details as clearly and factually as you can. When we receive a complaint the director of quality will allocate the investigation to a senior manager who will carry out the investigation using the following guidelines.

### Guidance for all complaint handling:

- We will treat all complaints seriously
- We will handle complaints fairly, objectively and politely
- Complaints received will be managed and investigated by a senior manager within the organisation
- Complaints received will be overseen by a director within the organisation
- We will acknowledge that we have received a written complaint within 5 working days
- We will endeavour to investigate and reach a resolution to all complaints within 20 working days
- If we are not able to reach a resolution within 20 working days we will tell you why
- Once a resolution is reached, a follow up will be made at a timeframe appropriate to the reason and level of complaint to ensure that the resolution has remained and had the desired impact, this will be made by the investigating manager.

## The stages of the complaints procedure

### Stage 1

We hope that the majority of complaints can be resolved to your satisfaction at the first opportunity. The manager for the area or team that the complaint relates to will investigate your complaint and look to reach a satisfactory resolution no later than 20 days from when we were first made aware of it.

### Stage 2

If the resolution is not to your satisfaction, you can request that the complaint and the actions taken are reviewed by a member of the executive team, this request should be made in writing clearly stating why you do not agree with the resolution. Your written request will be acknowledged within 5 working days and a satisfactory outcome aimed to be achieved within 10 days of the acknowledgement.

### Stage 3

Appeals procedure

If the outcomes of the review at stage 2 are not to your satisfaction you can make an appeal in writing which will be made and dealt with by a managing director of the organisation. This will be in line with our appeals procedure.

We would hope that in the vast majority of cases we can reach a satisfactory resolution to a complaint, however if you are still dissatisfied with the outcome after you have made an appeal to the apprenticeship college you can take your complaint externally to the 'education and skills funding agency' (ESFA) via the following link where you will find guidance on when and how a complaint can be made.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>