

November 2022

 Training Strategies

Complaints

Policy & Procedure

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The following policy has been approved by the Senior Leadership Team.

The policy will be reviewed on an annual basis unless circumstances arise requiring the policy to be reviewed earlier.

Approved by Senior Leadership Team: November 2022

Planned review: November 2023

1. Introduction

Training Strategies Limited (TSL) endeavours to provide the highest standard of training and prides itself on the quality of training we deliver. As an organisation, we pride ourselves on working in accordance with the Equality Act 2010; we are committed to being an equal opportunities training provider, ensuring we support the diversity of our employers, learners and stakeholders.

Training Strategies is committed to providing the best possible service that we can. We recognise that sometimes people will feel that they have cause to complain about the service or experience they have received.

We welcome feedback from employers, learners and any individual who has worked or trained with Training Strategies on all aspects of our service and provision. Such feedback is hugely important to our organisation in that we can use such data to improve our services and avoid similar issues reoccurring.

2. Purpose

At Training Strategies, we value our employers and learners and understand the importance of listening to what they have to say and the feedback they may provide, both positive and negative.

As an organisation we aim to be responsive and informative when addressing any issues or complaints that have been made, ensuring our employers, learners and stakeholders have confidence that we will act fairly, efficiently and effectively to help resolve such problems. Any complaints or issues raised during work hours will be addressed within a reasonable timeframe and escalated to the correct department or Director depending on the nature of the issue. The complainant will be constantly updated of the progress of the complaint until it is resolved.

As part of our organisational requirements, we will ensure that members of our workforce who are involved with the delivery of our services receives the correct level of training and development to deal with a complaint in a professional manner and provide the support, signposting and/or solutions required. They will maintain their professionalism at all times, treating each individual complaint confidentially where possible.

3. Aim

We aim to resolve complaints discreetly, quickly, fairly and effectively. We will:

- Aim to put things right quickly and amicably when they go wrong.
- Keep the person informed of the progress of their complaint and the results of any investigation.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Advise our customers and stakeholders of their rights to appeal if they remain dissatisfied after their complaint has been through the stages of the internal Complaints Procedure
- TSL will take the appropriate action against any member of staff who have behaved inappropriately.

4. What is a Complaint?

A complaint is when a customer or stakeholder tells us that they are not happy with something that we have done or not done, and we have not put things right, for example;

- If our service is delivered in a fashion that is not timely, or we are late delivering anything we have promised you.
- If we have provided you with incorrect information.
- If you feel you have received a poor-quality service.
- If you feel you have experienced a problem with any member of our staff.

5. How can a Complaint be made?

Any customer, learner or stakeholder wishing to make a complaint can do so, by phone, e-mail, website and letter to our Customer Relations Team.

6. Monitoring

TSL is committed to continuous improvement in service delivery. Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within a reasonable timescale and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to the provision and it's services following your complaint

As part of this commitment a quarterly monitoring report will be prepared for the Management team. We will also ask for your feedback on how we handled your complaint and use this information to improve our services.

We will review our Complaints Policy at regular intervals.

7. Responsibilities

The Senior Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good standards of service and care within their teams.

Compliance with the Complaints Policy is the responsibility of all members of the Company who deal with customers and stakeholders.

8. Communication

Our Complaints Policy is available in hard copy. Please contact the Customer Relations Team if you wish to access this document in another format.

Training will be provided for staff to ensure awareness is raised and staff have an understanding of complaints and their responsibilities.

9. Equality & Diversity

Customers have a right to express dissatisfaction with the services they receive from TSL. Any person using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspect of equalities. This policy has been subject to an Equality Impact Assessment. The company will ensure that this policy is accessible to all customers and service users in the required format.

10. Procedure

If you are unhappy with the service provided by us - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and confidentially. We also aim to investigate and resolve your complaint as quickly as possible.

If you have a complaint about any decision that we have made that affects you - for example, if you feel that you have received the wrong grade for an assessment, or you disagree with a decision in relation to awarding your EPA, you should use the Appeals Procedures. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you, our learners and stakeholders, We are also interested in your ideas for improving our service. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring in order for it to be fairly investigated in a timely manner. At any stage, you can register a formal complaint by telephone, letter, or email. Give as much information as you can, including times, dates, places and names.

Contact – Customer Relations Team at our Head Office on:

Tel: 0151 523 9655

Email: Customer Relations Team: info@trainingstrategies.co.uk Or, write to us at 22 Oriol Road, Bootle, Merseyside L20 7AD.

We aim to acknowledge your complaint with a first response within 24 hours of receipt of your complaint, and we will endeavour to investigate and respond to your complaint within 7 days, however, this may take longer dependant on the nature of the complaint and access to the information required.

If you feel that your complaint has not been resolved to your satisfaction, you have a right to appeal to the Director of Operations, who will review the complaint and endeavour to respond to your appeal within four weeks and advise of the next steps.

If any member of our workforce are found to have behaved inappropriately, they will be subject to disciplinary action.

In accordance with SFA policy, TSL has the SFA's 'Complaint About Providers of Education and Training' booklet (attached) and is clearly displayed on the information noticeboard and within our training venues. This document details how complaints can be dealt with by the SFA in the event that any complaint initially directed to TSL is not resolved to a learner's satisfaction, a hard copy of this can be gained in the required format.

We are constantly looking to improve the services we offer and our Customer Relations Team welcome any comments you would like to make on the service you receive. If you have any particular comments then please contact us by email at: info@trainingstrategies.co.uk.

Please be assured that TSL will fully investigate your complaint and keep you informed of the outcome.