

Complaints Policy & Procedure	
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Policy

The Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Prior to making a formal complaint, every reasonable effort to resolve the matter informally with the person concerned is recommended.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Care First Training knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Company

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Directors

Complaints

Any applicant (whether applying for employment or to become a student with the company), employee, student, customer or client wishing to raise a complaint should do so as follows.

Employees: All employees, including former employees and those applying for employment, should raise a complaint in writing to Human Resources within 15 working days of the alleged incident.

Students: All students, including former students and those applying to become a student with the company should raise a complaint in

line with the Students' Complaint Procedure within 15 working days of the alleged incident.

Customers: All customers, including their clients, should raise a complaint in line with the Customer Complaints Procedure within 15 working days of the alleged incident.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:
Write down the facts of the complaint

- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to the Company
- Tell the complainant that we have a complaints procedure which will be followed.
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Procedure

1. Following receipt of any complaint Human Resources and the Board of Directors will be informed immediately.
2. The relevant Director, or in the case of employees, Human Resources, will appoint a suitable person to investigate the complaint e.g. Department Manager within 1 working day. Complaints should be acknowledged by the person handling the complaint within 2 working days. The acknowledgement should state who is dealing with the complaint and when the person complaining can expect a reply.
3. All Employee complaints should be overseen by Human Resources to ensure they are fair, thorough and compliant with legislation. It is vital that the person investigating the incident has not been previously involved in the incident wherever possible. Customer complaints can be dealt with by a Director unless the complaint is being submitted about a Director. In such cases an alternative Director will investigate the complaint.
4. Such investigation should be completed as soon as possible and usually within 10 working days.
5. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

6. For Employee complaints the outcome of the investigation will be sent Human Resources who will review the conclusions and make a ruling as to whether any breaches of this policy have occurred. The ruling of the Human Resources will be final and the individual will receive written notification as to the outcome.
7. Where Human Resources conclude that an employee has breached this policy the employee's line manager will be informed and appropriate disciplinary action should be initiated.
8. For external customer complaints the Department Manager as well as Directors will be informed of the outcome.
9. If the complainant remains dissatisfied they may make an appeal. This appeal must be in writing, within 10 days of receiving notification of the decision and addressed to the Board of Directors. The Board of Directors, at their discretion, will nominate another member of staff to review the appeal. The complainant will be informed by the Board of Directors, or the nominated person, by what process the appeal will be handled within 10 days of submitting the appeal.
10. All appeals must be resolved within 10 working days. If further investigation is required this may be extended to a maximum of 1 month.
11. The result of the appeal will be final.