

E.Quality Training Limited aims to provide an excellent service to all of the young people, families and community members it serves. On occasion E.Quality Training may be subject to complaints from external bodies or internally, if this happens complaints will be:

- Taken seriously
- Treated sensitively
- Investigated thoroughly
- Kept confidential
- Investigated independently where appropriate
- Handled through associated procedures where appropriate e.g. Child Protection Policy, Disciplinary and other associated Human Resource Policy

Every child, parent/carer will be made aware of the complaints policy and procedure on admission to E.Quality Training. If a young person, member of the public or other stakeholder makes a complaint against E.Quality Training or a member of staff at E.Quality Training the following procedure will be followed:

Stage 1 – Informal

In the first instance, the first person to receive the complaint will ask the person making the complaint to outline the details and will aim to resolve the matter informally. The staff member will aim to resolve the matter within five working days. A record of the complaint and outcome will be made. This will be held confidentially in the complaints file.

If the complainant is not satisfied with the informal approach E.Quality Training will make provision for the complaint to be made in writing. The complaint will then be considered at Stage 2 and be dealt with by the Director, or in his/her absence, a member of the senior management team.

Stage 2 – Formal

The Director or a member of the senior management team will consider the written complaint and seek to resolve the matter within five working days. A record of the complaint and outcome will be made. This will be held confidentially in the complaints file.

If the complainant is not satisfied with the response the complaint will then be considered at Stage 3.

Stage 3 – Formal Panel Hearing

At this stage E.Quality Training will make provision for a hearing before a panel of at least 3 people who have not been directly involved in the matters detailed in the complaint. The Director will appoint a panel who have the independence and skill to investigate and develop recommendations to resolve the complaint. The Director will ensure that at least one person on the panel is independent of the management and running of the provision. The panel hearing will be scheduled within five working days of an unsatisfactory outcome at stage two, formal complaint.

All persons required to attend the panel will be notified within two working days of the panel. Parents/carers will be invited to attend and be accompanied to a panel hearing.

Once the panel has met they will present their findings and recommendations, and ensure that the complaint, proprietries, Director and where relevant, the person complained about are informed of any findings and recommendations. This information will be provided in written format and be handed to the relevant parties or provided by electronic mail.

Record keeping

Written records of all complaints, their outcomes and at what stage they were resolved will be recorded and remain on file. These will be securely stored and remain confidential.

The complaints record will be made available to inspectors conducting inspection under section 162A of the Education Act 2002, or to the Secretary of State, should they ask for access to such records. Copies will also be made available to the Registration Authority on request.

This policy should be read in conjunction with the following policies:

- Safeguarding Policy
- Equality and Diversity Policy
- Assessment Policy
- Whistle blowing Policy

Complaints and Appeals Procedure

Overview

This procedure sets out the company's approach to responding to complaints in order to help improve the courses and services it offers.

1. Introduction

Complaints are important to us, as they assist us with the continuous improvement of our services. This continuous improvement has to take place within the constraints of:

- the availability of resources
- the binding contractual relationship between the organisation and its service users

Why do we have a complaints procedure?

So that we may:

- Find out if we are not performing as well as we would want to
- Resolve complaints before they become serious problems
- Learn from our mistakes and improve the services as a result
- Resolve them more easily through having a formal, documented process which everyone should follow.

Who is a service user?

- A service user or client is any user of our courses or services, whether an external service user (a learner or an employer) or an internal service user.

What is a complaint?

- A complaint is an expression of dissatisfaction from a service user where the service user wishes to bring about a change in the service and/ or obtain an apology or some other form of redress.

Service users do have the right to make a complaint about a course or service, if it does not meet what was expected. Service users also have responsibilities in making themselves aware of what the company has on offer and is able to deliver. The company endeavors to make clear to its service users what we are able to offer and the standards of service we provide.

2. The Process

Stage 1:

Ideally, issues should be resolved locally through discussion with the complainant, the member of staff and or the manager.

Stage 2:

Where the issue has not been resolved at the local level, we welcome a formalized complaint. Complaints come into the company through a variety of sources:

- a) In person
- b) By letter
- c) By phone

Where a complaint is made in person, we encourage the complainant to complete a complaints form or complete the form for them. Similarly where the complaint is made by phone, the individual taking the call records the details on a complaints form. These forms should be returned through Reception from where they are passed to the Manager. Letters of complaint may be sent in to the Manager or to one of the Company Directors.

On some occasions it may not be appropriate for this manager to conduct the investigation, for example:

- Where the complaint is about the manager
- Where the complaint has expressed dissatisfaction about the management
- Where the complaint is a repeat of a complaint made previously and investigated by the manager
- Where the manager is on leave or has a temporarily excessive workload which would delay the investigation

Stage 3:

If a complaint still remains unresolved, the complainant may, if they wish, make a formal complaint to Staffordshire County Council at the following address:

Tipping Street

Stafford

ST16 2DH

Tel: 01785 278785