

COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

1. Statement of Intent

Total Training Provision is intent on delivering and maintain high standards of service to all our stakeholders. As an organisation we welcome and take seriously any compliments, suggestions or complaints that can improve and develop our services. We aim to ensure that complaints are dealt with in a courteous and efficient manner and that they are resolved without avoidable delay. In addition to the formal evaluation process we have in place for all our training programmes, any external individual/organisation's informal feedback, suggestions and any associated actions should initially be sought through their usual contact at Total Training Provision.

2. Aim of the Policy

The aim of the policy is to provide clear guidance on how to make a compliment, suggestion or complaint to Total Training Provision and what will happen in the event of a compliment or complaint being received. Total Training Provision make sure that complaints are, wherever possible, resolved and that relationships are repaired.

3. Definition

- A compliment is an expression of praise or admiration.
- A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Total Training Provision.

4. Confidentiality

Total Training Provision will maintain confidentiality at all times and will only disclose information to others as is necessary to complete any investigation. The compliments and complaints monitoring logs will hold the names of individuals, but any summary reports prepared for internal monitoring purposes will not name individuals or enable them to be identified.

5. Compliments and Suggestions

Total Training Provision value all feedback from our customers and other external relationships. It forms an important part of our quality assurance procedures and commitment to improve and develop the services we provide.

Learners, employers and partner organisations will typically be given, during the course of the relationship, opportunity to provide feedback as part of a formal evaluation process. We do, however, value and encourage informal feedback and suggestions for improvement over and above the formal process.

COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

Informal feedback should be given through the individual/organisation's usual contact at Total Training Provision, in person or by telephone, letter or e-mail. Alternatively, the general contact channels may be used.

All such feedback and suggestions will be acknowledged, recorded, considered and, where appropriate, inform the development of our services. Subject to contributor agreement, feedback may be used as the basis of published case studies and good news stories. If preferred, contributors may retain anonymity in such instances.

6. Complaints

Complaints may be made in person, by telephone (to be subsequently followed up in writing), letter or e-mail. All complaints should be addressed to Lisa Hawkins, Managing Director, Total Training Provision, contact details below. In her absence, responsibility for dealing with the complaint will be passed to an appropriate manager.

Complaints will be acknowledged by letter within 5 working days. The following record will be kept of all complaints.

- Date the complaint is received.
- Date the complaint is acknowledged.
- The nature of the complaint.
- The outcome of the complaint.
- Date when complaint is resolved and complainant notified of the outcome.

Three Stage Process

Stage 1 – Informal

Every attempt will be made to resolve the complaint informally and quickly. If the person receiving the complaint can not deal with it immediately the complainant will be advised that further investigations are necessary and will be given a timeframe within which to expect a response, up to a maximum of 10 working days.

Stage 2 – Formal

Where the complaint is not resolved at Stage 1, or when the complainant is not satisfied with the outcome of Stage 1, a more formal investigation will be carried out. A person nominated by the Managing Director will assume responsibility for conducting the investigation and reporting results. The complainant will be kept informed of progress during the course of the investigation and of the outcome.

COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

Stage 3 – Review

If the complainant is still dissatisfied following Stage 2, the Managing Director will be responsible for ensuring that the complaint is reviewed, and the results reported to the complainant.

Conclusion

The complainant will be informed of any changes to policy or procedure arising as a result of the complaint. The complainant will receive an apology if the complaint is upheld.

7. Monitoring

All compliments and complaints will be recorded. Thorough monitoring of all complaints will ensure that agreed actions and timescales are met.

8. Contact Details

All contact should be made to:

Lisa Hawkins
Managing Director
Total Training Provision
Silver House
Silver Street
Doncaster
DN1 1HL

Telephone: 01302 230 762

E-mail: lisa@total-tp.com