

# Complaints Procedure

## **COMPLAINTS PROCEDURE**

### **Purpose:**

To ensure that all complaints received are dealt with swiftly and appropriately.

### **Scope:**

This procedure applies to all employees, Learners and other stakeholders

### **Relevant Documents:**

Complaints Log (see appendix 1)

### **Procedure:**

1. Any member of staff who receives a verbal complaint should attempt to resolve the problem immediately and having done so must inform their line manager or the CEO of the nature of the complaint and action taken.
2. A **Complaints Log Form** should be completed for each complaint received and stored in the Complaints Folder.
3. If the member of staff is unable to resolve the complaint they should ask the complainant to put their complaint in writing and bring the matter to the immediate attention of their line manager or the Director who should respond to the complaint within 2 working days.
4. If the person making the complaint needs help in putting their complaint in writing this should be provided by someone who the complainant is happy to be supported by.
5. Where the complaint involves either a member of staff or a learner, the line manager or Director should discuss the matter with the parties concerned.
6. All written complaints must be given to the Director on the day of receipt and an acknowledgment made on the same day. A full response must be given within 5 working days.
7. The Director is responsible for maintaining a Complaints Folder of all verbal and written complaints which contains copies of complaints and STC responses.

8. Where a complaint requires disciplinary action to be taken against either a member of staff or a learner, the appropriate Disciplinary Procedure must be followed.

## Appendices

### Appendix 1

## Complaints Log

Complaint Source: Learner , Employer , Member of Staff , Other

Date:	
Name and Address (if applicable) of Complainant:	
Reported to:	
Details of Complaint	
Person Responsible for Dealing with Complaint	
Action Taken:	
Date:	

Copies of relevant documentation attached (Please Tick):-

	Attached	Not Applicable
Written Complaint		
Supporting Evidence		
Written Response		
Other		