

## **COMPLAINTS PROCEDURE AND HANDLING**

### **1.0 GENERAL**

1.1 During their time under training, a learner or an employer of a learner engaged by the company may feel dissatisfied with the service we offer. In order to continually improve our standards of service, we need to ensure that we respond to their concerns efficiently and effectively.

### **2.0 WHAT IS A COMPLAINT?**

2.1 The Company defines a complaint as a written expression of dissatisfaction about:

2.1.1 Standards of service

2.1.2 Action or lack of action by the Company or its staff

2.1.3 Provisions of the Company affecting students or members of the public

2.2 Complaints must be made as soon as possible after the event, action or issue which prompted the dissatisfaction.

### **3.0 PROCEDURE**

3.1 Any person who wishes to make a formal complaint shall be sent the complaints form FM40 for completion.

3.2 On receipt of the complaint the Managing Director shall appoint a named person to deal with the complaint. The Managing Director shall write to the individual naming the person who will be dealing with the complaint, this shall be done within 7 days.

3.3 The complaint will be investigated thoroughly.

3.4 A full reply to the complaint will then be issued within 28 days, from the Managing Directors Letter.

3.5 All documentation relating to the complaint including the eventual outcome shall be forwarded to the Managing Directors Office.

3.6 Should the outcome not be deemed satisfactory the matter will be passed to the Managing Director who will convene the review of the current reply and a final decision made. This final decision will then be sent to the complainant.

3.7 This will then be passed to the Managing Directors Office for filing.

### **4.0 RELATED DOCUMENTS**

FM40 - Customer Complaints Form