

# COMPLAINTS POLICY



## Overview

Not all of Projecting Success's customers will be happy with the service that they have received, and a few may complain. These complaints can come in via several channels, such as letters, telephone calls and e-mails.

The staff member taking the complaint should always be friendly, polite, and helpful; and try their best to resolve the problem if possible.

If the issue cannot be solved immediately, this will need to be referred to the Customer Complaints team.

We aim to resolve any complaints within 15 working days of the complaint. And where resolutions cannot be made within this time scale Projecting Success will extend the date and keep all parties updated.

## Complaints Procedure

- 1) Customer Complaint Report received (from Employer, Apprentice, or other source) (see Appendix A for Customer Complaint Report)
- 2) Complaint form and accompanying documentation saved to Share point.
- 3) Projecting Success acknowledges complaint within 2 working days via email.
- 4) Projecting Success will commence the complaint investigation. This will involve the following:
  1. The Head of HR, Learning & Development will review all the evidence reported on the complaints form
  2. Document the evidence accordingly including all dates of activity
  3. Update the complaints form with findings
- 5) Arrange a meeting with the Complaints Team to discuss and hopefully resolve the complaint
- 6) The Complaints Team will review all evidence and draw conclusions as to where improvements are needed and/or actions required
- 7) Complainant advised of outcome and resolution of complaint
- 8) Head of HR, Learning & Development updates the Complaints form and distributes to members of the Complaints team along with any correspondence from the complainant
- 9) Head of HR, Learning & Development files complaint and outcomes/actions taken in Share Point
- 10) At this stage, if the complaint has not been resolved to the complainant's satisfaction, they can write to a Company Director where the complaint will be reviewed
- 11) Once resolved, the complaints form will be updated, and the complainant advised of the

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outcome/resolution.

12) If the complaint is still not resolved to the satisfaction of the complainant, the complainant will be advised to seek further support with relevant stakeholders such as EFSA, BCS, Highfields. This information is made available to all Employers, Apprentices at the start and throughout the learner journey. If the complaint is outside learning and development and with the consultancy arm of the business other relevant stakeholders are made available to these clients.

**NB this Policy will be reviewed and monitored every 12 months.**

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## Projecting Success Customer Complaint Report

<b>Organisation/Person</b>	<Name>	<b>Date</b>	
<b>Address</b>		<b>Postcode</b>	
<b>Phone</b>		<b>Email</b>	
<b>Staff member who took complaint</b>		<b>Investigating Officer</b>	

<b>Details of Complaint:</b>	
<b>Investigation findings:</b>	
<b>Conclusions:</b>	
<b>Actions:</b>	
1.	Due:
2.	Due:
3.	Due:
4.	Due:
<b>Notes on Completion:</b> <After the Head of HR, Learning & Development has spoken to the client who has lodged the complaint, the notes should be any additional comments following resolution.>	
<b>Managers Name</b>	<b>Date</b>

## External Complaints Contact Information

### EDUCATION AND SKILLS FUNDING AGENCY (ESFA)

By email: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

By mail:

- Complaints team, Education and Skills Funding Agency
- Cheylesmore House, Quiton Road
- Coventry
- CV1 2WT

### Highfield Qualifications

By phone: 0845 226 0350

By email: [confidentialenquiries@highfield.co.uk](mailto:confidentialenquiries@highfield.co.uk)

### BCS

By phone:(0) 1793 417 417

By email [customerservices@bcs.uk](mailto:customerservices@bcs.uk)

By mail Customer Service Team BCS

- The Chartered Institute for IT
- 3 Newbridge Square
- Milford Street
- Swindon
- SN1 1BY

To whom it may concern:

I can confirm as a member of the Senior Leadership Team that I fully agree with the content of this policy as part of the annual review.

Name: Vicky Emerson

Position: Head of Human Resources, Learning and Development



Signature:

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