

Complaints Policy and Procedure

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1. Introduction

CR Civil Engineering Training Centre are committed to providing the best possible service to our customers, candidates and employees. As part of this provision our QA team take seriously any complaints regarding our service provision. The actions to be taken in the event of a complaint is dependant of the nature of the complaint. Complaints have been categorised in this procedure and the relevant forms should be completed and actioned appropriately.

2. Purpose

The purpose of this document is to outline the procedures to follow in the event of dealing with complaints regarding the service we offer.

3. Equality

Customer, candidates and employees have the right to express their dissatisfaction with the service they receive. Therefore, CR Civil Engineering are committed to promoting fairness and equality and the treatment of all in a non-discriminatory way.

4. Scope

The procedure outlined in this policy cover complaints made by any person receiving the service provision of our training centre.

5. Notice

Our centre will not accept complaints regarding assessment decisions or course achievements (please refer to our appeals policy/procedure). Complaints regarding malpractice/maladministration (please refer to our malpractice/maladministration policy).

6. Centre Responsibility

Complaints should be made to any member of the training centre quality assurance staff. It is the responsibility of each individual to fully comply with this policy and procedures. CPD Training is provided for all our centre staff to ensure that they understand and are fully compliant of the process.

7. Aims

Ensure:

- Complaints policy and procedure is easy to follow
- Process is clear and precise
- Complaints are treated as a dissatisfaction of our centres service provision
- Our centre will endeavour to resolve the matter to the complainents satisfaction.
- When dealing with a complaint our QA team are professional and courteous.
- Our QA team listen to both negative and positive feedback to help improve.
- Advise candidates, customers and employees of their right to appeal.
- Our centre aims to learn from every complaint and improve our performance.

8. Confidentiality

Throughout the complaints procedure privacy and confidentiality will be maintained except where disclosure is necessary when investigating and processing the complaint. Therefore, all documentation completed by a compliant will be treated as confidential and respected by all parties.

9. Procedure

1). INFORMAL (Procedure 1)

- Complaints of a minor nature should be raised with our QA team who have ben designated with resolving your problem directly and in an informal way.
- The staff member will then speak to our Centre Manager who will collate all the facts of all concerned and will use discretion to resolve the problem with sensitivity.
- If you wish to discuss your complaint directly then call our Centre Office Administration Team on 01509 263052 to discuss your concern or email Catherine.Canning@crcivilengineering.co.uk. Your email will be forwarded to the Centre Manager who will respond via email or telephone to discuss your concern in confidence.
- Complaints/concerns are normally resolved within 10 days.

2). FORMAL (Procedure 2)

- If the procedure/process is inappropriate and a formal approach is required because it has not been possible to resolve the problem to your satisfaction, then:

Notify us formally by emailing – Catherine.canning@crcivilengineering.co.uk

You may also write to us at – CR Civil Engineering Ltd, The Old Colliery Site, Asher Lane, Pentrich, Ripley, Derbyshire, DE5 3RE

- Your complaint will be formally recorded, and details forwarded to a member of our SMT within 3 days of receipt.

- Your complaint must be comprehensive in details and include:

Full name and address, telephone number or email

Relevant information, date, location and witnesses

Previous unsuccessful attempts at resolving the problem

What reasonable steps should be taken to resolve the problem

Notify us of the communication you would prefer e.g. phone, email, letter etc...

- You will receive a formal acknowledgement from our SM within 5days.
- Your complaint will be fully investigated, and a written response issued within 10 days of acknowledgement.
- Explaining the results of the investigation
- The reason for the decision
- Any actions that need to be taken

In the event the investigation exceeds 10days we will inform when we expect a response to be given.

3). APPEAL (Procedure 3)

- If you feel your complaint at procedure 2 is still unresolved you may appeal in writing to our managing director within 4 weeks of the previous stage 2 complaint.
- Please enclose:
 - Original details of your complaint
 - Previous outcome of your complaint and reason you are not satisfied about the decision
 - Details of ongoing concerns that you feel have not been addressed
- Your appeal will be acknowledged in writing in 5 days prior to a full investigation
- You will receive a written response within 10 days explaining the results of the investigation and any actions to be addressed.

4). COMPLAINT UNRESOLVED (Procedure 4)

- If you are dissatisfied with the outcome of procedure 3 and you feel the complaint is still unresolved you can appeal to the awarding organisation
- Contact details are: NOCN/CSkills Quality Assurance team at:

NOCN 1 Concourse Way, Sheaf Street, Sheffield, S1 2BJ

Any unresolved disagreements please contact them via email on nocn@nocn.org.uk

10. Monitoring and Evaluation

Complaints received are recorded and effectively monitored by our centre administration team and discussion points form part of our agenda at meetings.

Action plans will be implemented, if a trend is apparent of common complaints the results of our evaluation will be addressed and it may be necessary to review specific policies/procedures that reflect the nature of resourcing complaints.

11. Feedback

To enable our centre to improve our service provision we value your feedback.

12. Data Retention

All complaints will remain confidential relating to the above correspondence and will be monitored by our SMT and training centre manager. The records will be retained for a period of 6 years.

13. Links to Other Policies

- GDPR Policy
- Confidentiality Policy
- Malpractice and Maladministration Policy

CR Civil Engineering Training Centre

Complaint Form

Please complete this form if you wish to make a formal complaint regarding our qualifications, staff or service provision that is being offered by our training centre.

You will receive a prompt response within 3 day of receipt of your complaint

Is your complaint in connection with? (please tick appropriate box below)

NVQ PROGRAMME	MEMBER OF STAFF	SERVICE	EMPLOYER	EMPLOYEE	OTHER

Please give details of your complaint

Procedure 2

Please give details of any previous action taken to deal with your complaint

Procedure 2

Have you spoken to a member of our training centre staff regarding your complaint? (Please circle)

Yes No

If yes – please provide details

Member of staff spoken too:

Date of Discussion:

What was the outcome of your discussion?

What would be a satisfactory outcome to your complaint?

Please sign and Date:

Sign:.....

Date:.....

To be Completed by Training Centre

Date Complaint Received:.....

Complaint Received By:.....

Action Taken At Stage 1:

Details of Further Action at Stage 2

Outcome of Investigation

Was Complainant satisfied with the outcome? (Please Circle)

Yes

No

Sign of behalf of the training centre

Name:

Signature:

Date: