



Complaints Policy

Reviewed by Paula Marsden, Director of Curriculum and Quality

Approved by Kevin Vashi, Managing Director

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Review schedule: 19/01/25 or in line with operating procedure and/or legislative updates/requirements.

Person/s responsible: SLT, all management and staff

Signed Paula Marsden

Director of Curriculum and Quality

Signed Kevin Vashi

Policy owner – Managing Director

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Purpose

The policy and accompanying procedures are intended to enable course applicants, learners, employers, clients, and any other relevant parties to bring matters of concern about their experience with Netcom Training to the attention of the Company and enable investigation of those concerns with the aim of a satisfactory resolution. Any member of staff receiving either a written or verbal complaint must follow the procedures set out. This process provides feedback to help support the continuous improvement of company products and services. Complaints about assessment decisions should follow the company Appeals Procedure.

Procedures

In the first instance, course applicants, learners or clients dissatisfied with the level of service received at any point, are advised to raise a concern with their main point of contact within the organisation e.g., a member of the delivery, learner intake or employer engagement team. In most cases, it is expected that any concerns can be addressed at this stage and solutions presented to agree positive action to the satisfaction of the service user. Issues of a more minor nature may be due to a simple misunderstanding and require effective clarity of communication and be resolved accordingly. Any proposed resolution should be recorded and a copy of communication made available to the person raising the concern

In the event of a concern not being resolved to the satisfaction of service users, they may initiate a formal complaint and provide all relevant detail pertaining to their concern and as to any dissatisfaction with the initial response to it from Company staff. In such instances, service users will be given the relevant department manager's contact details

Formal Complaint stages

- Service users should contact the relevant manager in writing using the Company complaint form, stating the nature of the complaint and provide any supporting information e.g., dates, persons involved
- On receipt of the complaint, it will be investigated by the relevant manager, or in the event of a conflict of interest or if deemed inappropriate for any reason, a member of the senior management team. The Company Operations Director is to be notified within 2 working days of any formal complaints raised and authorise any agreed actions
- The complainant will be responded to initially to acknowledge receipt of the complaint and notified in writing of the outcome within 7 working days of it being made. Action taken will be reviewed if required within agreed timescales

Appeals

Should a complainant be dissatisfied with the outcome of the formal complaint process, he/she may appeal. Additional information may be requested of the complainant should further details be required at this stage.

The appeal must be made in writing to the Operations Director of Netcom Training Ltd, clearly stating the reasons. The Operations Director will review the appeal in consultation with the Managing Director and respond with a decision within 7 working days of receiving the appeal letter. In the event of the outcome of the appeal not being to the satisfaction of the complainant, he/she will be given recourse to and the contact details of a relevant external agency/authority if requested.

Monitoring/review

A summary of any complaints received, and actions taken will be made available to the company Quality Manager on a quarterly basis to evaluate and identify/monitor any trends or reoccurrences. This information will be used to inform any further continuous improvement that may be required to company products and/or services and procedures. The policy will be reviewed on an annual basis or in light of any major operating procedural changes.

Appendix 1

Formal Complaint form

This form should be completed by the learner, client or other party if dissatisfied with the level of service received and wishes to register a formal complaint. Information provided will be kept on file for the purposes of managing the response and to inform the continuous improvement of Netcom Training Ltd policies and procedures. All personal details will be removed thereafter upon resolution of the complaint process.

Name:	
Business name (if applicable):	
Preferred Contact details:	
Please describe the nature of your complaint <i>-to help us respond effectively, please provide as much detail and supporting information as you can</i>	
Signed:	Date:

Appendix 2

Formal Complaint response form

This form is to be completed by the person handling the complaint and forwarded to the Operations Director on completion to authorise any agreed action, prior to any response to the complainant

Name of person initiating complaint:	
Business name (if applicable):	
Contact details:	
Complaint handler:	
Detail the proposed action to be agreed/taken in response to the complaint:	
Signed (Complaint Handler):	Date:
Signed (Operations Director):	Date: