



Complaints Policy

Prepared by	Authorised by	Board Signature
Name: Ann Cox <i>A Cox</i>	Name: Dale Walker <i>D. Walker</i>	Name: Warwick Nash <i>W. Nash</i>
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Purpose of this Policy

Netcom Training aims to provide a high-quality service in all its work. We take complaints (expressions of

dissatisfaction) seriously and welcome feedback on the service that we provide. To ensure we are addressing complaints effectively, we have adopted the procedure outlined below.

Scope

Any person who receives a service from Netcom Training (for example, a learner or client), any of the agencies we work with, or anyone impacted by the service we deliver, can make a complaint. If necessary, a person may ask a representative to make the complaint on their behalf.

Definition

A complaints policy outlines the procedures for how an Organisation receives, investigates and resolves complaints from its clients.

Procedures

How Should Complaints Be Made?

Complaints may be made verbally or in writing. We are committed to handling all complaints as quickly and thoroughly as possible. Complaints can be made in the following ways:

- a) By telephoning our main line or an individual
- b) In person, by scheduling an appointment with a member of staff
- c) Via email to the designated complaints inbox (complaints@netcomtraining.com)
(This inbox is monitored daily by the IQA admin and forwarded to the relevant Head of Department.)
- d) Directly to the Awarding Organisation (if relevant to the nature of the complaint)
- e) Directly to the funding body

The complainant is encouraged to e-mail the complaint using the complaints e-mail address to ensure all complaints can be tracked and analysed.

Response Times

- All telephone calls requesting a return call, received before noon, will be returned that same day. Calls received in the afternoon will be returned by the end of the next working day.
- Written complaints will be acknowledged within three working days of receipt, and a full reply will be sent within 14 working days of receipt.

At all stages, the complainant will be kept informed about the status of their complaint. If, for any reason, it is not possible to address the complaint within the published timescales, the complainant will be informed, and a reason will be provided.

Stages of the Complaints Procedure

Stage One

In the first instance, a complaint can be made to any employee of Netcom Training via the methods outlined above. Complaints submitted by email will be checked daily by the IQA admin. The complaint will then be forwarded to the relevant Head of Department for resolution. The Head of Department will address the complaint and record all actions taken in the complaint's spreadsheet.

The complainant will be informed of the expected timescale for response as outlined in the policy. If the matter is not resolved within the stated timescale or within a mutually agreed time, it will be referred to Stage Two.

Stage Two

If a complaint remains unresolved, it will be escalated to Stage Two. At this stage, a meeting will be arranged between the complainant (and their representative, if necessary) and an appointed employee who has not been involved in the complaint. This meeting will take place within 14 days of the matter being escalated.

Following the meeting, the appointed employee will prepare a written report of their findings and recommendations. A copy of the report will be shared with the complainant. If the complainant is not satisfied with the outcome, they can appeal within seven working days of receiving the decision. The complaint will then be referred to Stage Three.

Stage Three

At Stage Three, an independent panel will be convened, consisting of individuals who have the relevant skills and knowledge to understand the issues raised by the complaint. The complainant (and their representative, if applicable) will be invited to present their case. The panel will review the complaint in its entirety and make a final decision.

The complainant will be informed of the panel's decision in writing within three working days of the hearing. The panel's decision is final.

Recording and Monitoring Complaints

Complaints received via email will be forwarded to the appropriate Head of Department, who will record actions taken on the complaint's spreadsheet. This process allows us to track and review the progress of complaints and ensure that all relevant information is available if the complaint needs to be escalated.

Complaints Resulting in Disciplinary Action

This policy is focused on resolving complaints and not on investigating disciplinary matters. However, certain complaints may identify issues that require disciplinary investigation. If disciplinary action is deemed necessary, it will follow a separate process.

If a disciplinary investigation is initiated, the complainant may be informed about the general outcome of the investigation, though confidentiality regarding specific disciplinary actions will be maintained. The complainant will receive reassurance that the complaint has been taken seriously and that any necessary corrective action has been taken to prevent similar issues from arising in the future.

Monitoring and Reporting

The Senior Management Team will oversee all complaints received. Complaints data will be included in the monthly quality report, which will be reviewed by the Head of Quality and Senior Management.

Review

This policy will be reviewed annually or earlier if unforeseen circumstances dictate.