

# Compliments, Comments & Complaints Policy

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# Compliments, Comments & Complaints Policy

## Scope

At Total People, we are committed to providing high quality services, taking account of users' views and using the findings to promote and develop capacity for sustainable improvement.

This document details the complaints procedure. A complainant may be a learner, prospective learner, parent, employer or any other interested party that indicates dissatisfaction with the current level of service.

## Responsibility

Overall responsibility for this procedure lies with the Performance Improvement Director whilst day-to-day responsibility for implementation of this procedure lies with the Quality Manager.

All colleagues have a responsibility to try to resolve informal complaints prior to invoking the complaints procedure.

All colleagues have a responsibility to forward formal complaints to the Quality Manager.

## Making a complaint

Formal complaints can be made in the following ways:

- By email – [feedback@totalpeople.co.uk](mailto:feedback@totalpeople.co.uk)
- By telephone – 0161 674 6000

## Policy

Total People:

- Will investigate complaints thoroughly and objectively and they will be regularly monitored by the Performance Improvement Director
- Aims to reach an outcome / decision within twenty working days – however some complaints, especially if the issue is more difficult to resolve, may take longer.
- Will contact the complainant to advise if the investigation is likely to take more than twenty working days and will keep them informed of our progress by their preferred method of contact.
- Aims to have communicated the outcomes/decisions to the complainant within twenty working days.

- Will ensure that learners will not be treated less favourably following their complaint. If this is found to be the case, colleague disciplinary procedures will be followed.
- Will identify actions from complaints, comments and compliments received to improve and develop our services.

## Learners

If a learner has a concern, it should initially be raised with their training advisor or tutor, or an alternative colleague if that is not appropriate. The colleague must take every opportunity to resolve the complaint informally. If an informal resolution is not possible, a feedback form should be submitted.

If the complaint is communicated by telephone the colleague can complete the feedback form on behalf of the complainant. Complaints received via email should be forwarded to [feedback@totalpeople.co.uk](mailto:feedback@totalpeople.co.uk).

On receipt of a formal complaint, an investigating manager will be allocated within five working days of receipt. This will then trigger the 20 day cycle.

The investigating manager will be provided with details so that they have all of the information required to undertake the investigation. The quality manager will continuously monitor and track the complaint, comment or compliment until the issue has been resolved.

Following the investigation, the outcomes/decision will be communicated to the complainant, by their preferred method of contact.

If the issues have been resolved the complaint will be closed on the complaints tracker.

Compliments, comments or complaints should be raised within twelve months of the original issue so that evidence is available for the investigation. Any compliment, comment or complaint received after this period will not be investigated.

All complaints will be looked into and investigated but this could be limited for anonymous complaints, depending on the amount of information provided or available.

Learners should be aware that malicious complaints received in any form will result in disciplinary action (i.e. complaints that are not true, use of foul language in any communication that are sent to colleagues).

All complainants should be aware that colleagues have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards colleagues will not be tolerated.

A complaints analysis will be produced quarterly and reports will be submitted the Senior Leadership Team to share with governors on a regular basis concerning the nature of the complaints received for improvement purposes.

## Governors

If your complaint is about the Governing Body or an individual member of the Governing Body, this needs to be addressed to the LTE group Company Secretary.

## Complaints Appeals

If the complainant is dissatisfied with the outcome of a complaint, they may appeal against the decision within ten working days of our response.

The appeal will be investigated by a manager independent of the original complaint and the above timescales will apply. The outcome of this appeal concludes the complaints process.

If your complaint relates to a course funded by the Education and Skills Funding Agency (ESFA) and the above complaints and appeals process has been exhausted, you can contact the ESFA agencies within three months of the complaint decision using the contact details below:

complaints.esfa@education.gov.uk

or

The Complaints Team,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road,  
Coventry,  
CV1 2WT.

## Equality and Diversity

All complaints will be treated fairly and within the directives of the College's Single Equality Scheme. All complainants will be treated with respect and fairness throughout any investigations and processes linked to a complaint made.

## Location and Access

- Intranet
- Onefile
- Total People Website