



Skills Funding  
Agency

# Complaints Procedure

## January 2017

Policy Group: Human Resource  
Procedure Number: 1.6.1  
Procedure Title: Complaints Procedure  
Author: Rosie Ross  
Date and current version: January 2017  
Review Date: January 2018

This document is issued and controlled by the Director of Quality and can only be modified after proposed modifications have been accepted by the Company Directors.

The latest version will be maintained on the company shared drive under Policies and Procedures

**Scope**

All learners, employers, stakeholders and members of the public

**Purpose**

To timely and effectively resolve complaints and to use the information to improve our service and to ensure complaints can be handled professionally.

**Comment**

It is accepted that at times a person can feel aggrieved by their treatment of service. It is essential that Key Training have a professional mechanism to deal with the complaint.

It is in everyone's interest for the company to respond effectively and openly to all requests for an investigation into a suspected incident of malpractice.

## Procedure

