

Complaints Procedure

Document History			
Version	Issue Date	Owner	Revision Notes
1	31/01/2019	R Ross	Full Review
2	08/01/2021	C Black	Full Review

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

The latest version will be maintained on the company Intranet.

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Scope

This policy and complaints management system applies to all Key Training colleagues receiving or managing complaints from customers made to or about us, regarding our products, service, staff and complain handling.

Purpose

The purpose is to ensure that Key Training handles complaints fairly, efficiently and effectively. The company's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and concerns are listened to and acted upon promptly and equitably.

Our complaints management system aims to:

- Allow us to respond to questions raised by people who make complaints in a timely and cost-effective manner.
- Increase customer confidence in us and our processes.
- Provide information that we can use to improve the quality of our products, services, personnel and complaint handling.

What is a complaint?

A complaint is an expression of dissatisfaction about the product/services offered by Key Training, or our colleagues, or the action or lack of action taken regarding operations, facilities or services provided by Key Training or by a person or body acting on behalf of Key Training.

Formal

A formal complaint means a complaint that has not successfully been resolved through the complaint management process as outlined in this policy. The complainant has chosen to formalise their complaint by emailing their complaint to the appropriate manager and copying in complaints@keytraining.co.uk.

Informal

An informal complaint means a complaint that has been received by Key Training, by telephone, email, social media, post or in person, which has not been sent by the complainant to complaints@keytraining.co.uk either directly or as a CC.

Complaint Management System

Verbal Complaints

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Key Training colleagues who receive a verbal complaint should try to resolve the issue immediately if possible. If they cannot resolve the problem immediately, they should offer to refer it to the appropriate manager for resolution. The manager will be the named person who deals with the complaint through the process. When colleagues or managers receive a verbal complaint, both should listen sincerely to the concerns that have been raised by the complainant. Any communication with the complainant must be polite, courteous and sympathetic. Colleagues and managers must remain calm and respectful.

After discussing the complaint, each manager or colleague handling the complaint should suggest an action plan to resolve the complaint. If this action plan is acceptable, the colleague should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant. This may be via email, phone, social media response or a meeting.

If the proposed action plan is not acceptable to the complainant, the colleague or manager should ask the complainant to make their complaint in writing to the appropriate Director.

In both situations, details of the complaint should be recorded by email to complaints@keytraining.co.uk.

Written Complaints

When a complaint is received in writing, it must be forwarded to the appropriate manager, who must add it to the Complaint Register and send an acknowledgement receipt within 2 working days in order to establish a relationship of confidence with the complainant.

If necessary, further clarification should be sought from the complainant. If the complaint has not been made by the customer but on their behalf, the customer's consent, preferably in writing, must be obtained in advance from the customer.

After receiving a complaint in writing, a copy of the complaint procedure must be given to the customer and agree realistic expectations and the time it will take to resolve.

Immediately on receipt of the complaint Key Training should launch an investigation and within 5 working days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting.

The manager must record all relevant information about the complaint and keep it as simple and accurate as possible.

If the complaint raises potentially serious concerns, the complaint should be sent to the appropriate Director immediately.

If the issues are too complex for investigation to be concluded within 5 working days, the complainant should be informed of any delays.

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The complainant should be given a detailed explanation of the outcome of the investigation. This communication gives Key Training the opportunity to show the complainant that the complaint has been taken seriously and has been thoroughly investigated.

Finally the outcomes should be documented and any improvements that could be made in Key Training's procedures should be identified and modified.

Role of Manager

The manager or director who receives a complaint will evaluate the information to determine whether it falls within the scope of this policy. It should be considered if the Safeguarding policy and procedures would be more appropriate.

If the complaint is within the scope of this policy, the manager will collect and review all available information and attempt to resolve the issue informally through discussions with the complainant. Managers must ensure that all colleagues involved in resolving the complaint are aware of their responsibility to maintain the confidentiality of the matter and respect the privacy rights of all parties involved.

Informal complaints

Details of informal complaints should be noted as soon as possible and may include information such as when, where and how alleged issue giving rise to the complaint occurred, who was involved and the names of any potential witnesses. These notes may be required if a formal complaint is later made. Complaints that are resolved amicably to the complainant's satisfaction will not be followed up. However, all records relating to the resolution of informal complaints must be kept.

Unresolved complaints

If the problem cannot be resolved amicably or the complainant requests a formal investigation, they must submit a formal complaint by email to the appropriate manager and copy in complaints@keytraining.co.uk.

If the complaint cannot be resolved internally then the customer can request further investigation with the ESFA by emailing complaints.ESFA@education.gov.uk

Quality Improvement

All complaints should be logged by sending an email to complaints@keytraining.co.uk.

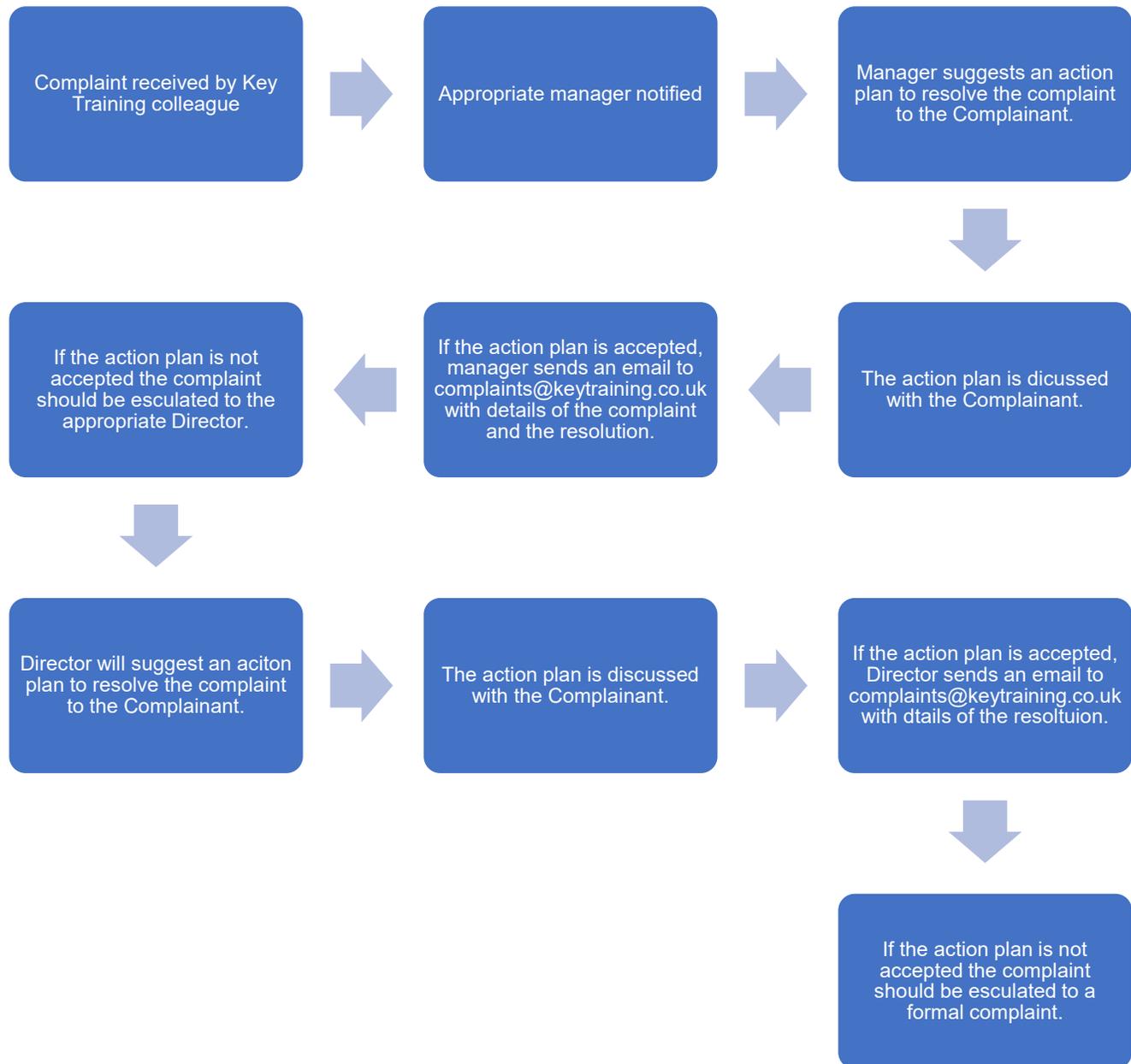
Informal complaints should be logged by a Key Training Colleague detailing the nature of the complaint and the resolution that was reached.

Formal complaints should start from the beginning of the process and all correspondence should be copied to complaints@keytraining.co.uk

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All complaints will be monitored by the Relationship Manager who will complete the complaints log and produce a report and recommendations for the Board of Directors.

Informal Complaints Procedure



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Formal Complaints Procedure

