

## Complaints Policy

This Policy summarises the procedure to be followed to process complaints received from clients / apprentices / stakeholders regarding the quality of service delivered by Skills Office Network:

A complaint is an expression of dissatisfaction from you about us, or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken

We learn from complaints and feedback and we use them to improve our service

1. Complaints may originate from learners, employers or assessors directly or indirectly. Complaints may be received either verbally or in writing.
2. Each instance of complaint must be reported/directed to the relevant line manager. Upon receipt of the complaint the individual will complete the appropriate sections of a Complaints Record Form for appropriate action.
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 8 working days.
4. Once the complaint has been resolved the employee will complete the relevant sections of the Complaints Record Form, which will then be signed off by the line manager.
5. The Director James Neilands will be responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
6. Completed Complaints Record forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System and to monitor equality and diversity.

### **Procedure:**

1. Complaint received
  - 1.1 All complaints will be treated on an individual basis and depending on how a complaint is received will dictate the appropriate course of action.

2. Telephone complaint

2.1 Upon receipt of a telephone complaint the person dealing with the call should in the first instance pass the complaint on to the Director James Neilands and in the event of them being absent the call should be passed on to the most appropriate person. If neither is available, then the person taking the call should take details of the complaint and complete the Complaint Record Form.

2.2 The complaint will be logged into the Complaints register by the line manager and a copy of the complaint form will be forwarded to the appropriate person.

2.3 Once the complaint has been resolved the complaint form will be completed accordingly and a final letter / email sent to the complainant with the outcome.

3. Written complaint

3.1 Upon receipt of a written complaint, either postal or via email, the complaint will be forwarded to the Director James Neilands who will contact the complainant by phone and complete the Complaints form. In the event of the Director not being available and it is known they will not be so within the next 24 hours; the most appropriate person should then make the call and complete the Complaints form. If neither is available, the person who picked up the email should take the action to call the complainant and complete the Complaints form.

We aim to resolve complaints within **8 working days** but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

Complaints can be sent electronically to [info@skillsofficenetwork.co.uk](mailto:info@skillsofficenetwork.co.uk)

4. Review

4.1 Complaints will be reviewed on a yearly basis by the Director James Neilands and an analysis of complaints will be compiled. Our complaints policy will be reviewed annually.

4.2 The Director James Neilands will liaise with the staff to discuss continuous improvements and identify trends. Any actions to be put into place to ensure business practices are having a positive impact on complaints.

5. Appeal or Escalation

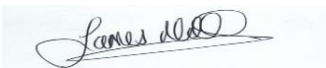
Following our appeal stage, if your complaint is linked to apprenticeship training you wish to escalate your complaint you may contact the Education and Skills Funding Agency (ESFA). Employers may make a complaint either on their own behalf or on behalf of their apprentice where permission has been given. Apprentices and their employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries by calling 08000 150 600 or by emailing [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk) in the first instance.

[There is also additional guidance on complaints published by the ESFA on the GOV.UK website: https://www.gov.uk/complain-further-education-apprenticeship](https://www.gov.uk/complain-further-education-apprenticeship)

You can also email your complaint to [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

## 6. Complaints Form

**The complaints record form can be found below.**

Version Number	V2
Approved by (Director Name)	James Neilands
Director Signature	
Date	July 2021

## Complaints Record Form

Received by:	
Company Name:	
Company Address:	
Position:	
Date:	
Ref No:	
Client Name:	
Contact numbers:	
Details of Complaint:	
Date Acknowledgement sent:	
Referred to:	
Date reply received:	
Actions taken:	
Date response sent:	
Sent by:	
Signature:	
Further Action required:	
Date Final Letter sent:	
Sent by:	
Signature:	