



# The Compliments and Complaints Policy and Procedure

## 2019-2020

### MISSION STATEMENT

Central Training is an innovative and high quality-learning provider, committed to the continued improvements of learner and employee skills. We aim to:

- Provide learners with the best possible level of teaching, assessment, information, advice and guidance to enable them to progress well and achieve their learning goals through strong leadership and management.
- Ensure that all learners and employees improve their English and Maths through rigorous training and curriculum development.
- To review the service that we provide to our learners and employers by continually encouraging an open and self-critical environment.
- Encourage creativity and innovation from staff.
- Promote lifelong learning with learners, staff and employers.

### OUR VISION

We aim to be recognised as one of the leading Learning Providers in the UK for youth and adult education programmes by delivering an 'Outstanding' service to our learners and employers and striving to continually improve our learners' progress and successes.

### 'BREAK THE BARRIERS – LIVE THE DREAM'

### OUR VALUES

#### Team Work

Support, listen and respect one another, whilst working together towards achieving company objectives and by making Central a fun and enjoyable place to work.

#### Safeguarding

Ensure that the health, safety and well-being of our learners and staff is at the heart of the company.

#### British Values

Rigorously promote and encourage learner and staff awareness of British Values, avoiding radicalisation of any kind and ensure an in-depth awareness of their rights relating to Equality and Opportunity.

#### Customer Satisfaction

Uphold the highest integrity with openness and honesty at all times, by doing what we say we will, without compromising on quality whilst meeting customers' needs.

#### Business Success

Employees that use initiative take ownership for the company, its customers and colleagues, have the passion, and drive to achieve effective results.

#### Personal Development

We value learning and take responsibility to gain the required development in meeting our learners' needs. Therefore, personal development, feedback, coaching and mentoring are core principles at Central.

## Introduction

Central Training Group and its partners (CTG) is committed to providing high quality services for all learners, staff, employers and the community in general and we welcome their feedback. CTG welcomes all types of feedback as this forms an important part of how we improve quality.

CTG is pleased to receive compliments. It is always good to know that what we do is appreciated and to hear about positive experiences. This helps us to know how well we perform, to feedback praise to our staff, and to continuously improve. You can pay CTG a compliment either by writing to the Director of Quality at Central Training Group, 44 Alexandra Street, Southend on Sea, Essex, SS1 1BJ or e-mailing elainemoreline@centraltraininggroup.com or by completing the attached feedback form (see Appendix 1) and returning to the address provided.

From time to time an individual may feel dissatisfied with some aspect of his or her dealings with CTG and when that happens it is important that the issue is dealt with as quickly as possible.

In this instance, the issue can be raised as a complaint. Complaints might be about, for example:-

- an aspect of CTG policy
- the provision of a service
- the way an individual has been treated.

A formal complaint can be made by either writing to the Director of Quality at Central Training Group, 44 Alexandra Street, Southend on Sea, Essex SS1 1BJ or by sending an email to elainemoreline@centraltraininggroup.com or by completing the attached feedback form (see Appendix 1).

This procedure has been developed to ensure that such complaints are dealt with timely, appropriately and sensitively.

## Is the Compliments and Complaints Procedure for me?

### Compliments

We are committed to providing all our learners/employers/community with an outstanding service. When you feel that you have received a first class experience we would welcome you providing us with feedback on what we did well to meet your needs. Your feedback on what we do well means a lot to us.

We will use your feedback to:

- inform us on what aspects of our work are meeting our high quality standards
- enable us to feedback to our staff the appreciation of our learners/employers/community
- give us valuable information on excellent practice which can be cascaded across the whole organisation
- inform us on ways that we might change our policies, procedures or practices to incorporate excellent practice.

When we receive a compliment it will be 'logged' by the Director of Quality. The contents of the compliment will be fed back to the Team concerned. The Director of Quality will analyse all compliments and judge where they can be used to inform quality improvement in CTG. A summary of all compliments will be taken to the Board of Directors. We will respond to all compliments.

## Complaints

However, we realise that sometimes things go wrong. If your complaint relates to any issues covered by the policies or procedures below, please refer to the relevant procedures instead of this procedure, to ensure your complaint is dealt with appropriately. Copies of these documents can be obtained from your tutor or by phoning the Recruitment Team on 0800 783 2901.

- Learning and Academic Appeals Procedure/Policy
- Learner Guide to the Disciplinary Procedures.

Anyone who wishes to complain but is uncertain of the appropriate procedure should seek advice from their Personal Tutor, Department Manager, the Mentoring Team or the Director of Quality. Staff should contact their Line Manager or relevant Managing Director.

### Key Principles in successfully resolving any complaints

Throughout this document, an individual who has complained will be referred to as a complainant.

1. The complainant should try to resolve the matter informally in the first instance. Dissatisfaction often arises from misunderstanding, which is why the best starting point is with the person whose actions are the cause of dissatisfaction or with the manager of the department or team responsible for the provision of the service. If you explain to someone what the problem is, they can often provide an immediate explanation or solution.
2. Once it is clear to the complainant that the complaint cannot be resolved by informal means, a complaint should be made as soon as possible. It is much more likely that the matter will be satisfactorily resolved if it is raised at an early stage.
3. Complaints will be dealt with quickly, taken seriously, and complainants kept informed of progress if the investigation is prolonged.
4. Staff are under an obligation not to allow a complaint to have any bearing on the way that a learner is treated or assessed; information about a complainant will only be disclosed when appropriate and/or necessary to the investigating team.
5. If a learner who is subject to disciplinary procedures makes a complaint, which relates in any way to the allegation against him/her, then this matter will be taken into account as part of the Disciplinary Process, not as part of the Complaints Procedures.
6. The relevant Line Manager will investigate complaints relating to a member of staff. The Line Manager will normally be expected to share the complaint with the individual concerned and inform the Director of Quality about progress in the investigation and the outcome of the complaint.
7. If a Stage 2 or 3 investigation identifies concerns about staff performance/conduct, the Director of Quality will notify the relevant Managing Director.
8. In exceptional circumstances, the Director of Quality may decide to omit Stage 1 of the Complaints Procedures and proceed directly to Stage 2.
9. This procedure operates within the CTG Equality & Diversity Policy. The complainant will be able to discuss the complaint with a male or female member of staff and alternative formats of the Complaints Procedure and Form will be provided on request.
10. Information in relation to complaints will be stored and processed in line with the Data Protection Act 1998.
11. Complaints received by a team which relate to another team will be forwarded to the Director of Quality for processing as appropriate.

### Informal Complaints

If you have a concern about an aspect of your course or any of CTG's services, you should speak to the staff member most directly involved, someone who you will know already. If you are not sure who to speak to or you do not want to approach the person most directly involved, then you should

contact your Personal Tutor, Centre Manager or the Recruitment Team. If you are aware that other learners share your concerns, then you could make use of your mentor.

### Stage 1 – Formal

If a complaint cannot be resolved informally you may make a formal complaint within a reasonable period of time. This stage is designed to enable complaints to be resolved formally by the team responsible in partnership with the Director of Quality.

- **In the case of learners**, they should raise their complaint/concern with their Centre Manager. The member of staff will then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Centre Manager will liaise with the Director of Quality who will normally provide feedback in writing to the complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of a parent/carer** who is dissatisfied with any aspect of their daughter's/son's course of study at CTG, they should initially bring it to the attention of the Centre Manager. The Centre Manager will liaise with the Director of Quality, take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Director of Quality will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of an employer** who is dissatisfied with any aspect of their employee's course of study at CTG, they should initially bring it to the attention of the Training Manager. The Training Manager will liaise with the Director of Quality, then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Director of Quality will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of a complaint made against a Centre or Training Manager**, the relevant Line Manager will investigate and will normally provide feedback verbally or in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of a member of the public** who is dissatisfied with any aspect of CTG business, they should initially bring it to the attention of the Director of Quality who will pass the complaint to the appropriate Centre or Training Manager. The Centre or Training Manager will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2. The Director of Quality can be contacted either by writing to the Director of Quality at CTG, emailing the Director of Quality at [elainemoreline@centraltraininggroup.com](mailto:elainemoreline@centraltraininggroup.com) or by completing the feedback form (see Appendix 1) and returning to the address provided.

Alternatively, the feedback form (see Appendix 1) can be completed and sent directly to the Director of Quality who can forward this on to the Centre or Training Manager. All complaints must first be investigated at Stage 1, unless agreed otherwise by the Director of Quality.

The Director of Quality will complete an audit of all written responses to Stage 1 complaints, for quality control purposes.

### Stage 2 – Appeal

This stage is designed to deal with any complaint an individual might have that cannot be resolved at Stage 1.

- Complete a Feedback Form (see Appendix 1) setting out clearly the nature and origin of the complaint and send to the Director of Quality as detailed on the Complaints Form.

Complaints Forms are available from reception at any CTG site. Alternatively, you can write to us, or telephone CTG Reception on 0800 783 2901.

- If applicable, detail what steps have been taken to resolve your complaint and explain why the outcome at Stage 1 is not considered satisfactory. This information will help us to investigate the complaint more effectively.
- If you have difficulty completing a feedback form, a member of the Mentoring or Support Team can help.
- The Director of Quality will acknowledge all complaints/appeals within five working days of receipt.
- The Director of Quality aims to investigate and respond to all complaints within 15 working days. Some complaints, especially if they are complex, may take longer. If it is going to take longer to investigate the complaint, we will let you know and keep you informed of progress.
- Responses to complaints will normally be in writing.

### Stage 3 – Independent Review

If you are unhappy with the response to your complaint at Stage 2 you can request that an independent panel reviews your complaint.

- The request for review must be submitted in writing within 10 working days of the written response from CTG, setting out clearly the basis of dissatisfaction with the findings of the formal investigation. This request should be addressed to the Director of Quality, Central Training Group 44 Alexandra Street, Southend-on-Sea, Essex, SS1 1BJ.
- The request for a review will be acknowledged within five working days of receipt.
- The review panel will comprise of a member of CTG Board of Directors, or their nominee, a member of the Senior Management Team or their nominee (other than that to which your complaint refers) and another member of CTG Management Team (who is not directly involved with your complaint). This will enable us to select a manager with relevant knowledge, if appropriate. You will be informed of the membership of the review panel.
- The review may take up to 15 working days to complete.
- The Reviewing Director will send a final response in writing.

### External Process

Where the internal process has failed to reach a satisfactory conclusion then the complainant has the opportunity to take their complaint externally to the ESFA.

The ESFA will not normally investigate a complaint until our internal procedure has been exhausted. ESFA complaints team can be contacted by email at [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or in writing to Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

### Quality Assurance

The Director of Quality keeps a status log of all compliments, as well as complaints received at Stages 1, 2 and 3. All Stage 1 responses must be copied to the Director of Quality. The Director of Quality meets with the Management Team to review Stage 1 complaints and provides a summary of compliments and complaints to the Board of Directors. The Board of Directors receives and considers an annual report presented by the Director of Quality.

## Complaints Procedure

CTG is committed to providing high quality services for our learners, employers and the community in general; we welcome this feedback to help us improve Quality. This procedure operates within CTG's Equality and Diversity Policy and an appropriate person will deal with your complaint with due sensitivity, as necessary. A person who complains is referred to as the Complainant throughout this document.

### STAGE 1 – Formal (with Team)

The Complainant should raise complaint/concern with their Centre Manager or Senior Tutor.

Contact your Centre Manager or Senior Tutor in person or by their telephone or use a CTG Complaints Form, copies of which can be obtained from any CTG Centre reception area. You can send the completed form to the address on the bottom of the form.

The Centre Manager investigates and aims to resolve the complaint in 10 working days.

Contact may be via telephone or a meeting but in all cases a final written response will be provided. Feedback should aim to respond to the complainant on all points raised. A copy of the response will be forwarded to the Director of Quality.

### STAGE 2 – Appeal (with Team)

If the Complainant is not satisfied with the response given at Stage 1 they may send a CTG Feedback Form to the Director of Quality or contact them by telephone.

Use CTG Feedback Form, copies of which can be obtained from any CTG Centre reception area. You can send the completed form to the address at the bottom of the form, or if you wish to talk to someone you can telephone the Director of Quality on: 0800 783 2901.

The Complainant uses the form to describe the issue, what has been done to resolve the matter informally and the desired final outcome.

The Director of Quality reviews the circumstances and considers any exceptional elements. The response will normally be in writing, within 15 working days or they will advise why this is not possible.

**STAGE 3 Independent Review**

If the Complainant is unhappy with the response received at Stage 2, this can be progressed to the next stage.

The Complainant can have the complaint reviewed by an independent panel.

A request for a further review of the complaint is submitted in the form of a letter within 10 working days of the response to the complaint. The request for review must be submitted to the Director of Quality Improvement and will be acknowledged within 5 working days.

A member of CTG Board of Directors, and independent Senior Manager and a CTG Manager will review the Complaint.

The Director of Quality will appoint the reviewers. The review may take up to 15 working days to complete. The Reviewing Director will send a final response in writing.

**STAGE 4 External Process**

ESFA complaints team can be contacted by email at [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or in writing to Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

**Quality Management:** The Director of Quality keeps a status log of all complaints received at Stage 2 and 3. All Faculties/Teams keep a status log of all complaints received at Stage 1. All Stage 1 responses must be copied to the Director of Quality. The Director of Quality meets with the Senior Management Team to review Stage 1 complaints and provides a summary of complaints to the Board of Directors. The Board of Directors receives and considers an annual report presented by the Director of Quality. Information in relation to complaints is stored and processed in line with the Data Protection Act 1998.

## Confidentiality and Safeguarding

All complaints will be dealt with confidentially under GDPR and safeguarding legislation.

Any complaint in connection with Safeguarding will protect the complainant's anonymity to ensure their safety. The CTG Lead in respect of Safeguarding is Sue Irons, Director of Recruitment, Progress and Compliance who is the Safeguarding and Health and Safety Champion. Sue can be contacted via [sueirons@centraltraininggroup.com](mailto:sueirons@centraltraininggroup.com). All issues/complaints under safeguarding will also be logged in the confidential safeguarding database and reported to the Board of Directors. Any investigation under Safeguarding will be carried out by Sue Irons or the Director of Quality, Elaine Moreline.

All confidential data is retained under GDPR compliance legislation and password protected to ensure full protection. Only staff directly involved with the complaint / investigation / resolution will be given access to such data. Learners and employers may request a copy of our Data Security Policy if they have any questions or reservations about how their data may be handled

### Related Documents

- Quality Assurance Policy
- Data Protection Policy
- Employer Handbook
- Equality and Diversity Policy
- Malpractice Policy

**Appendix 1**



**CTG Feedback Form**

**Compliment / Complaint** *(please delete as appropriate)*

CTG is committed to providing high quality services for our learners, employers and the community in general. We welcome this feedback to help us to improve Quality. Please complete this form, including as much information as possible.

Please note that staff are under an obligation not to allow a complaint by a learner to have any bearing on the way that the learner is treated or assessed.

<b>Name:</b>		<b>Date:</b>
<b>Address:</b>		
<b>Postcode:</b>	<b>Contract telephone number(s):</b>	
<b>Course:</b>		
<b>Please set out clearly the nature and origin of your compliment/complaint</b>		
<i>Please continue overleaf if necessary</i>		
<b>If a complaint, please describe the steps you have taken to resolve your complaint informally. If this has not been possible, or the outcome is not satisfactory, please explain why.</b>		
<i>Please continue overleaf if necessary</i>		
<b>Signature of person making compliment/complaint:</b>		

**Please return to CTG reception or post to:**

The Director of Quality, Central Training Group,  
44 Alexandra Street, Southend on Sea, SS1 1BJ

*The information provided on this form will be stored and processed under the Data Protection Act 1998*