



# Independent Training & Education Consultants

## Complaints Policy, Process and Procedure

Last Reviewed: June 2021

By:

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Signed by:

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## **ITEC Complaints Policy Process and Procedure**

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## 1. Vision

ITEC is committed to listening to our customers and responding to any concerns or compliments in an effective and timely manner. ITEC is committed to providing a high-quality learning experience to all stakeholders and staff.

## 2. Policy Statement

All learners, apprentices, employers and ITEC employees are encouraged to provide feedback on all aspects of ITECs business activities, including policy development. Feedback enables us to improve our service and informs our quality improvement programme. We are committed to providing high standards of customer service, we will inform all learners, apprentices, employers and staff of their rights and that we will actively respond to any issues or concerns made to ITEC. This policy is reviewed and amended with feedback from staff, learners, apprentices and stakeholders. This policy is promoted to:

- Staff during induction, through policy amendment and update, at relevant training events and it is kept in an accessible location on Teams.
- Apprentices during induction, and through policy amendment and update, a copy emailed for reference. All apprentices are made aware of how raise a complaint.
- Employers when an employer Commitment Statement is agreed, through policy amendment and update and a copy emailed for reference. Employers are made aware of how to raise a complaint.

## 3. Definition and Scope of the Policy

- This policy applies to staff, learners, apprentices, employers and contractors.
- This policy embraces all aspects of all our learning programmes including Apprenticeships - including assessment, outcomes of EPAs or other aspects of training delivered by ITEC

A Complaint is any problem identified by any customer or stakeholder which requires action to resolve it.

Complaints are a form of feedback and enable us to improve our service. A complaint which has been dealt with appropriately will result in a more positive impression of the organisation and re-engage the customer.

It is important to record complaints received in order for improvement. Therefore, complaints can be seen in a positive light as a means of satisfying our customers and helping us improve our practices. Overall responsibility for this procedure lies with the Directors of ITEC: **Sue Waters and Gez Morrall.**

#### **4. Aims of the Policy**

- ITEC will demonstrate its commitment to the Vision and Policy Statement by:
- Ensuring that all ITEC customers are aware of their right to complain, the process for doing so and how to appeal if they remain dissatisfied.
- Communicating the process by which learners, employers and staff are able to make complaints or submit appeals.
- Investigating complaints thoroughly, impartially and sensitively within appropriate timescales and responding to all customers with an initial response with 3 working days of the issue/complaint being raised.
- Respecting issues of confidentiality when dealing with complaints.
- Supporting customers to escalate complaints to the appropriate regulator, where ITEC is unable to directly resolve the issue to a satisfactory end.

#### **5. Implementation and Communication of the Policy**

- 5.1 The ITEC complaints policy and procedure is available to all staff, learners, apprentices and employers upon request, both electronically and in hard copy. All new staff and employers are provided with a copy. This policy is also available on the ITEC website in PDF format.
- 5.2 All learners and apprentices are made aware of the policy at induction.

#### **6. Concerns of a general nature regarding learning programmes**

If an apprentice, learner or employer has an issue with:

- The delivery of training
- Feedback on assignments, or other assessments
- The overall management of a learning programme
- If dissatisfied with the result of End Point Assessment

Communicate any concerns to Susan Waters in the first instance:

[susan.waters@itec2016.com](mailto:susan.waters@itec2016.com)

Susan is the Director responsible for teaching and learning. If you are still unsatisfied or have a concern please follow the process below for making a formal complaint.

## 7. Formal Complaints

### **MAKING A COMPLAINT**

Formal complaints can be made in the following ways:

By telephone: 01226 107082 speak to Gez Morrall or Susan Waters

By Email: [gez.morrall@itec2016.com](mailto:gez.morrall@itec2016.com) or [susan.waters@itec2016.com](mailto:susan.waters@itec2016.com)

In writing to:

Gez Morrall or Susan Waters at:

The Business Village @Barnsley BIC, Innovation Way, Wilthorpe, Barnsley, S75 1JL

We will accept complaints from representatives (if the complainant has given verbal or written consent or where the person cannot complain unaided).

When a customer wishes to complain about ITEC's service, the following process should be adopted. The complainant should be given a copy of this policy or, on request/as appropriate, have the process explained to them orally. All completed complaints should be forwarded to the directors of ITEC.

### **Making an initial complaint**

On receipt of a complaint, either verbally or in writing, the complainant should be invited to speak to a director of ITEC to discuss the complaint with them. This can be done in person or by telephone and a record of the conversation should be entered on the Record of Complaint form, DOC.LJ.11 at this stage all possible attempts should be made to resolve the complaint on the same day and in any event as soon as practicable after the complaint is made. An initial response to acknowledge the complaint will be provided within 3 working days, the final outcome response can be given either verbally or in writing, as appropriate, within 20 working days of receiving the complaint. The complainant should be informed of the next stage of the complaints process should they remain dissatisfied

ITEC will aspire to reach an outcome / decision within twenty working days – however some complaints, especially if the issue is more difficult to resolve, may take longer.

ITEC Will contact the complainant to advise if the investigation is likely to take more than twenty working days and will keep them informed of progress by their preferred method of contact.

### **Complaints appeal process**

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 Director or Governor, independent of the original complaint, and the above timescales will apply. The outcome of this appeal concludes the complaints process.

### **Further dissatisfaction**

If after exhausting our complaints process the complainant is still unsatisfied the complainant will be directed to the ESFA publication:

*Complaints about post 16 education and training provision funded by ESFA*

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

or in writing to: Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT

Or by email to: [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

## **8. Responsibilities and Designated People**

Susan Waters, Director of ITEC will investigate any formal complaint and provide an initial response within 3 working days. Susan will conduct the investigation as a fact-finding exercise to collect all the relevant information regarding the complaint and provide a detailed response within 20 days.

Gez Morrall, Director of ITEC will hear any appeal regarding the outcome of a complaint and respond to the complainant within 10 working days of the request to appeal.

## **9. Monitoring and Review**

As part of our quality assurance process ITEC Directors will review the type of complaints made, which aspects of training they apply to, the timeliness of dealing with complaints or otherwise and the outcomes of complaints twice a year to ensure that this policy is working in practice.

## **10. Documents Supporting the Policy**

ITEC has a Whistleblowing policy Policy.13 whereby staff may raise in confidence concerns about possible malpractice without fear of victimisation, subsequent discrimination or disadvantage. The policy is published on our public-facing website. The policy is reviewed annually or when there is change to legislation. Staff are introduced to the policy at their induction.

Policy.20 Complaints Policy Process and Procedure

<b>Document</b>	<b>Number</b>
Record of Complaint form	DOC.LJ.11
Quality Improvement Policy	Policy.06
Health, Safety and Well – Being Policy	Policy.01
Safeguarding Policy	Policy.08
Whistleblowing Policy	Policy.13
Complaints about post 16 education and training provision funded by ESFA	