



## Compliments and Complaints Procedure

### Introduction

The aim of Eden Training is to be known for delivering excellent, high quality education and training that meets individual and employer needs. We welcome all types of feedback on how we are doing and this informs our efforts to continually improve what we do.

### Compliments

Eden Training 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 are performing and to provide good feedback to staff.

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

If you want to tell us of your positive experiences you can write to the Quality Manager, 180 Pall Mall, Leigh-on-Sea, Essex SS9 1RB or e-mail [Judith@edentraining.co.uk](mailto:Judith@edentraining.co.uk) Alternatively you can complete the attached feedback form.

### Complaints

From time to time an individual may feel dissatisfied with some aspect of his or her dealings with Eden Training. If this 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 things such as:

- an aspect of Eden Training's policy
- the provision of a service
- the way an individual has been treated.

A formal complaint can be made by writing to the Quality Manager, 180 Pall Mall, Leigh-on-Sea, Essex SS9 1RB or e-mail [Judith@edentraining.co.uk](mailto:Judith@edentraining.co.uk)

This procedure has been developed to ensure that such complaints are dealt with in a timely, appropriate and sensitive way.

### **Key Principles in successfully resolving any complaints**

Because a complaint can be received from different people we have decided for the purposes of this policy to use the term complainant as a generic term to describe any individual who has made a complaint.

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 person 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 formal 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 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 person investigating.
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.
7. If a Stage 2 or 3 investigation identifies concerns about staff performance/conduct, the matter will be notified to the Quality Manager.
8. In exceptional circumstances, the Quality Manager may decide to omit Stage 1 of the Complaints Procedures and proceed directly to Stage 2.
9. This procedure operates within the Equality Policy of Eden Training. 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 as appropriate.
10. Information in relation to complaints will be stored and processed in line with the Data Protection Act 1998.

### **Informal Complaints**

If you have a concern about an aspect of your course or any of Eden Training'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 the Quality Manager.

### **Formal Complaint - Stage 1**

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 person responsible.

**Learners** should raise their complaint/concern with the Early Years Manager. The appropriate Manager 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. They will normally provide feedback in writing to the complainant within 10 working days. If the complainant is dissatisfied with the outcome, they can proceed to Stage 2.

A **Parent/carer** who is dissatisfied with any aspect of their daughter/son's course of study at Eden Training should initially bring it to the attention of the Early Years manager. They will take into account relevant facts, needs and interests of all concerned and use their

discretion to resolve the matter with due sensitivity. The Early Years Manager will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they can proceed to Stage 2.

An **employer** who is dissatisfied with any aspect of their employee's course of study at Eden Training should initially bring it to the attention of the Early Years Manager. They will take into account relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Early Years 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.

**In the case of a complaint made against the Early Years 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.

**A member of the public** who is dissatisfied with any aspect of Eden Training business should initially bring it to the attention of the Quality Manager. The Quality Manager will deal directly with the complaint. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.

The Quality Manager can be contacted in writing at 180 Pall Mall, Leigh-on-Sea, Essex SS9 1RB or e-mail [Judith@edentraining.co.uk](mailto:Judith@edentraining.co.uk) Alternatively you can complete the attached feedback form.

All complaints must first be investigated at Stage 1, unless agreed otherwise by the Quality Manager.

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

### **Formal Complaint - Stage 2**

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

A Feedback Form (attached) should be completed setting out clearly the nature and origin of the complaint together with what you would like as an outcome from your complaint. 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

This should be sent in writing to the Quality Manager, 180 Pall Mall, Leigh-on-Sea, Essex SS9 1RB or e-mail [Judith@edentraining.co.uk](mailto:Judith@edentraining.co.uk) Feedback forms are also available to be requested from the above address or can be requested by telephoning 01702 680068.

If you have difficulty completing a feedback form, you can request help from the admin support team who will arrange this for you.

The Quality Manager will acknowledge all complaints within five working days of receipt.

The Quality Manager 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.

### **Formal Complaint - Stage 3 (Independent Review)**

If you are unhappy with the response to your complaint at Stage 2 you can request that it is considered by an independent person.

The request for an independent review must be submitted in writing within 10 working days of the written response from Eden Training, setting out clearly the basis of dissatisfaction with the findings of the formal investigation. This request should be addressed to the Quality Manager at 180 Pall Mall, Leigh-on-Sea, Essex SS9 1RB. The Quality Manager will consider the request which will be acknowledged within five working days of receipt.

An independent review will only normally be considered in exceptional cases which have serious implications for the delivery of effective training services or the safety or wellbeing of learners or others. The decision to undertake an independent review will be made by the Directors of Eden Training with one Director identified as the Reviewing Director. A timescale for any review will be set at the time of the decision

to undertake a review. The Reviewing Director will send a final response to the complaint in writing.

### **Quality Assurance**

The Quality Manager 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 Quality Manager. The Quality Manager meets with the Management Team to review Stage 1 complaints and provides a summary of compliments and complaints to the Directors.



# eden training

## Feedback Form

This is a record of a:       Compliment       Complaint

Eden Training is committed to providing high quality services for all learners, employers and the community in general. We welcome feedback to help us to improve our service. 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>Contact telephone number(s):</b>	
<b>Course:</b>	
<b>Compliments and Complaints</b>	
Please set out clearly the details of your compliment/complaint:	
<i>(Please continue overleaf if necessary)</i>	
<b>Complaints only</b>	
Please describe the steps you have taken to resolve your complaint informally and what you would like as an outcome of your complaint. If this has not been possible, or the outcome is not satisfactory, please explain why.	
<i>(Please continue overleaf if necessary)</i>	
Signature of person making compliment/complaint:	
Please return to the Quality Manager, 180 Pall Mall, Leigh-on-Sea, Essex SS9 1RB	

# **Roles & Responsibilities within the Compliments and Complaints Process**

## **All Eden Training staff are expected to:**

- Treat all complaints seriously, dealing with them promptly and courteously in accordance with the Compliments and Complaints policy
- Provide support and guidance to any learner or member of the public who requests assistance to access the Compliments and Complaints process
- Respond promptly to any requests for information
- Treat all those involved with the complaint with respect
- Investigate impartially and deal with all information factually to conclude the complaint
- Ensure confidentiality is maintained throughout

## **Managers are expected to:**

- Ensure complainants are contacted immediately to make initial contact and resolve their concerns if resolution is possible without the need for further investigation
- Support members of staff who may be subject to a complaint
- Inform HR – Ellis Witham of complaints made against members of staff
- Ensure outcome and any preventative action is recorded on the central feedback log in a timely manner and that complaints are closed down immediately following resolution of a complaint in line with the Compliments and Complaints policy

## **Investigating Managers are expected to:**

Ensure complainants are contacted immediately to make initial contact and resolve their concerns if resolution is possible without the need for further investigation

- Include and update the SENDCo of progress and outcome of the investigation
- Proactively listen to all those involved
- Record and update complaints accurately and consistently
- Move the investigation forward in a timely manner
- Inform HR – Ellis Witham of complaints made against members of staff
- Ensure confidentiality is maintained throughout
- Investigate impartially and deal with all information factually to conclude the complaint
- Ensure outcome and any preventative action is recorded on the central Feedback log in a timely manner and that complaints are closed down immediately following resolution of a complaint in line with the Compliments and Complaints policy



**Senior Management team are expected to:**

- Monitor Department complaints to ensure appropriate action is taken in line with Compliments and Complaints policy
- Investigate appeals and ensure all information relating to each appeal, the outcome and any preventative action is recorded on the central Feedback log in a timely manner and that Appeals are closed down immediately following resolution of a complaint
- Take appropriate action where Management Teams are not responding to complaints in line with the Compliments and Complaints policy
- Provide support and guidance on all matters relating to the Compliments and Complaints Policy

**Admin are expected to:**

- Coordinate the compliments and complaints process and keep a record of all complaints received
- Send holding letters to complainants and keep them informed of progress if a complaint or appeal investigation/review is not resolved within the published timelines
- Monitor the Central Feedback Log for accuracy/consistency
- Escalate to Managing Director when complaints are not actioned correctly