



# Independent Training & Education Consultants

## **Compliments and Complaints Policy**

**Last Reviewed: April 2019**

**By:**

**Directors: Susan Waters  
Gerard Morrall**

Date of next review January 2020

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## Policy Statement

ITEC is committed to listening to our customers and responding to any concerns or compliments in an effective and timely manner.

### COMPLIMENTING OUR SERVICE

Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable ITEC Ltd to:

Understand that our service is being provided to the carers' satisfaction

- Provide positive feedback to our staff
- Influence our organisational and service development
- Inform our quality assurance programme

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.

All staff have a responsibility to try to resolve informal complaints prior to invoking the Complaints Procedure, all staff have a responsibility to forward formal complaints to the Directors of ITEC.

### MAKING A COMPLAINT

Formal complaints can be made in the following ways:

By telephone: 01226 872400 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:  
Unit 26 Oakwell Business Centre, Oakwell View, Barnsley S71 1HX

## Policy.20 Compliments and Complaints

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. The outcome 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, 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)

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**Recording and Monitoring Complaints**

All complaints will be recorded and kept on file in the Complaints file at ITEC.

The directors will analyse the complaints log annually via a Management Review meeting.

Documents and Policies associated with this Policy.

Document	Number
Record of Complaint form	DOC.LJ.11
Complaints about post 16 education and training provision funded by ESFA	