



achieve more

TRAINING LTD

# Compliment and complaints

## Policy

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Signed:

Name / Role:

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## 1. STATEMENT OF POLICY

Achieve More Training Ltd is always looking to improve on what it provides, and all comments, compliments and complaints help us evaluate and improve our service. This policy aims to provide a clear framework to help any person who has experienced dissatisfaction with Achieve More Training Ltd services to articulate their concerns, as well as allow a platform for people to submit compliments for periodic feedback in specific areas of service delivery and to help Achieve More Training Ltd respond effectively and continuously improve. Therefore, promoting the core AMT value of fostering a 'Positive, pro-active culture built on integrity and trust'.

## 2. COMPLIMENTS AND COMMENTS

If you would like to offer constructive feedback to help us improve our service or let us know what we are doing well, you can contact the Operations Director using any of the methods below:

By Post:           Achieve More Training Ltd  
                          113 St Aspah Road,  
                          Kinmel Bay  
                          LL18 5HA

By Email:         Joe@achievemoretraining.com  
By Phone:        01745 797 797

## 3. COMPLAINTS PROCEDURE

A complaint is an expression of concern or dissatisfaction with the services provided or actions taken by the organisation. This procedure applies to all learners, parents or carers, employers and stakeholders. Complaints should be handled in a professional non-confrontational manner.

### Informal Approach to resolving complaints

- Talk through the issue with the appropriate member of staff to find an informal way to resolve the problem, within 6 weeks of the action or loss of service that you feel has adversely impacted on you.
- If the member of staff is unable to resolve the issues, it will be referred to the team leader or manager. Relevant managers will be involved as required in dealing with the complaint.
- If the complaint is about a particular member of staff it is a requirement that the member of staff is made fully aware of the complaint and the identity of the complainant as soon as possible, except in circumstances that will always be communicated to the Operations Director.
- Complaints made directly to the Operations Director will also follow this initial procedure.

- The person dealing with the complaint will investigate; in the first instance one of the following outcomes is possible:
  - The complaint is not upheld
  - An amicable solution is found that is suitable to both parties
  - If some, or all, of the complaint is justified appropriate measures are taken
  - The complaint is found to be sufficiently serious to warrant direct referral to the formal stage

### **Formal Approach to Resolving Complaints**

If the informal approach does not resolve the matter, you may make a formal complaint, which should be in writing, using the complaints form attached and addressed to the Operations Director except where the complaint is directly against the Operations Director or Quality Manager in which case it should be put in writing to the Business Development Director. Complainants must identify themselves in order that a complaint can be investigated. Where the complaint is directly against the Business Development Director, in which case it should be put to the Operations Director. Where the complaint is against the Quality Manager, in which case it should be put to either the Operations Director and Business Development Director.

Management will investigate the complaint and will make one of the following decisions:

- The complaint is not upheld
- An amicable solution is found that is suitable to both parties
- If some, or all, of the complaint is justified appropriate measures are taken

### **Response times to Complaints**

All complaints, whether informal or formal, will be dealt with as quickly as possible. In the case of formal complaints to the Operations Director and informal complaints received by any member of the senior management team, Achieve More Training Ltd commits itself to an initial response in writing within 21 days, followed by a furthermore detailed response, if appropriate.

### **4. APPEALS**

If the complainant wishes to appeal against the decision made by the appropriate staff member, at the formal stage 2, the complainant can take the issue to an appeal panel only in the following areas:

- Quality (e.g. standards of service, guidance, resources)
- Unreasonable action or Achieve More Training Ltd not doing its job properly

Appeals are not possible for complaints if:

Creating professional, inclusive pathways in sport leisure and education - **Developing ambitions Leaders at every level** –  
 Solution based focus through innovation and collaboration - **Positive, proactive culture built on integrity and trust-**  
**Raise standards, improve quality, Achieve More!**

- They fall outside the areas set out above
- There is a more appropriate form of complaint or redress (e.g. a complaint to an exam board)
- The issue is subject to legal proceedings

The appeal panel will normally consist of up to 3 independent members and will not involve any person who may have already been involved at an earlier stage.

The complainant has the right to be represented by a friend. If the friend is a legal representative, Achieve More Training Ltd should be informed of this before the panel meets. 14 days' notice will be given of an appeal hearing.

Each party is given the right to make a statement and ask questions.

The decision of the panel is binding on all parties, who must be informed of the outcome as soon as possible and within 14 days of the hearing.

## **5. TAKING A COMPLAINT FURTHER**

Should the complainant remain dissatisfied, they may seek legal advice from the appropriate body or contact the ombudsman. This does not affect statutory rights.

If a learner remains dissatisfied they may escalate their complaint to the appropriate awarding bodies compliance and Risk Team submitting evidence.

### **COMPLAINTS THAT ARE FRIVOLOUS OR VEXATIOUS**

If a complaint is considered to be frivolous or vexatious, it may be rejected. If this is the case, the appropriate staff member will write to the complainant within 10 working days of the rejection, outlining the reasons for rejecting the complaint.

Learner/Apprentice complaints that are found to be vexatious may result in disciplinary action.

## **6. MONITORING AND REPORTING**

The appropriate staff member will ensure that adequate records are maintained of the complaints handling process.

The appropriate staff member will log any complaints received into the organisational Balance Score Card, which is to be reviewed by the Senior Leadership Team weekly and The AMT Board quarterly. Outcomes of investigation, lessons learned, and actions taken will be discussed and logged in the minutes of said meetings as well as development/ changes in practice reported in the 'You Said, We Did Report'. Prime contractors are also informed for monitoring purposes through monthly reporting.