



# **Complaints Policy**

## **Our Responsibilities**

We are committed to providing a high-quality service for our learners, clients and the community we serve. We will deal with legitimate complaints in a fair, prompt and objective manner. Complaints will be dealt with without recrimination and learners will not be disadvantaged by raising a complaint.

We will be fair in the treatment of all those who complain irrespective of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (protected characteristics and whilst socio- economic background is not a legally protected characteristic, KS Training is committed to combating any discrimination on this basis and recognises the harm that discrimination has in terms of an individual's access to equality of opportunity). Complaints will be dealt with promptly and constructively. All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint. The outcomes of any complaint will be shared with the complainant and any staff involved. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.

The Lead IQA will be responsible for the management of the Complaints Policy and all learners will be informed whom the Quality Manager is.

## **Scope of Complaints Procedure**

The Procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programme.
- Incorrect or misleading information about services provided by the Centre.
- Delivery (or lack of delivery) of support services provided by the Centre including administration of fees, enrolment processes, Centre accommodation, health and safety and learner resource services including lack of certification of courses.
- Unacceptable actions or behaviour by Centre staff and/or other learners in the

## **Separate Procedures Exist For:**

- Learner discipline
- Assessment appeals

## How to Complain:

- Complaints must be made in writing to the Lead IQA– Lisa Hunt

Support can be made available for all those involved in a complaint including:

- Representation: parent, guardian, friend or supporter
- Help with completing the Written Complaint

- Induction will provide further details regarding this process.

### Informal Resolution of Complaints

Most complaints should be able to be resolved by discussion between the complainant and the appropriate member of staff. The initial complaint may be made orally or in writing and the member of staff receiving the complaint should make a response within 10 working days, orally or in writing. It is expected that staff are tactful and courteous in dealing with a complaint. If the complainant is dissatisfied with the response received, they should then be guided to using the formal procedure.

### Formal Procedure

A formal complaint should be made in writing within 15 working days of an incident or action from which the complaint arises, or from the date when the complainant received an oral or written reply to an informal complaint (see above). In exceptional circumstances, a longer period will be considered. The complaint should be sent to the lead IQA. If the complaint involves the lead IQA, an alternative senior manager will be appointed to manage the process. The complaint will be logged and its receipt will be acknowledged to the complainant within 5 working days.

The Lead IQA will carry out an initial assessment of the complaint within 5 working days. In most cases, complaints will be referred to the appropriate staff for investigation and report. More serious or unusual complaints will be investigated personally by the Lead IQA.

An appropriate Manager will carry out an investigation of the complaint and may interview the complainant; the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint, as necessary. They will prepare a summary and report back to the Lead IQA within 10 working days of the initial assessment.

The Lead IQA will record the outcome of the complaint and track this via a complaint log and either arranges a meeting to deliver the outcome or notify all those involved in writing as appropriate. All outcomes will be confirmed in writing to all those involved.

If the complaint involves a learner, they will be offered support at the meeting. All learners will be encouraged to bring a supporter to the interview. Vulnerable Adults and those under 16 years of age must have the support of their care worker, or a person of their choice, who can act as their advocate and the Lead IQA must be informed.

The formal complaint should be resolved within 25 working days of the receipt of the original formal complaint. If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period.

The decision made will be final but this does not affect an individual's legal rights.

### **Review of the Complaints Policy and Practice**

Once a year, the Senior Management Team will review the Complaints Policy and Practice to include:

- Number of complaints of each type
- Time taken to process complaints
- List of outstanding complaints
- Outcomes to complaints
- Results of appeals
- Full analysis of complaints and outcomes by age, gender and ethnicity of complainant

If changes are required, the Complaints Policy will be rewritten, and all staff and learners will be informed. A record of all complaints for 3 years will be available to the relevant authorities for audit purposes.

Approved by:	A Brandstatter	Approval date:	16.01.2019
Role:	Director	Next review:	15.01.2020