

## Title: COMPLAINTS PROCEDURE

### 1. INTRODUCTION

Jarvis Training Management (JTM) will aim to listen to the views of all who use our services, learn from our mistakes and continually try to improve. We wish to encourage comments, compliments and complaints about our services. Feedback from learners is welcomed as part of JTM's approach to the development and enhancement of the quality of its service.

A complaint is an expression of dissatisfaction with a service. Often when we are aware of a problem, we can remedy it quickly. JTM is committed to taking all complaints seriously by:

- a) Making the process of complaining as straightforward and easy as possible.
- b) Listening and responding to all written complaints.
- c) Investigating in a thorough and professional manner.
- d) Informing the complainant of any outcomes.
- e) Using the information gathered to improve our services and provide staff training if required.
- f) Making sure our complaints service is accessible to individuals with learning difficulties and/or disabilities and those for whom English is a second language.
- g) Ensuring confidentiality is preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint.

### 2. HOW TO MAKE A COMPLAINT

There are three stages to the complaint's procedure: **informal**, **formal** and **appeal**. Where possible informal suggestions and complaints should be dealt with and addressed by the relevant member of staff in order to prevent the formal process being triggered.

- a) Complainants must register formal complaints in writing, by letter or by email.
- b) Investigating officers will be drawn from JTM's Management Team.
- c) In the event of an appeal against the outcome of an investigation, an independent member of JTM's Management Team will review the nature of the complaint and analyse the Investigating Officer's findings and report the outcome of the appeal to the General Manager, who will then notify the complainant of this outcome.
- d) The General Manager will ensure that complaints are processed effectively.

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- a. **Informal Complaint** – the purpose of this stage is to try to satisfactorily resolve a complaint at a local level in the shortest possible time; every effort will be made to resolve complaints immediately in an informal way. If it is not possible to resolve the complaint at the informal stage or the nature of the complaint makes this stage inappropriate, it will be necessary to proceed directly to (b below).

Learners can raise issues or make an informal complaint in a variety of ways. These include taking the complaint to the assessor, the manager, or the Quality Department.

Should an individual have cause to complain about any aspect of JTM's provision, they are encouraged initially to approach the relevant member of staff who will deal with the situation as required.

- b. **Formal Complaint** – all formal complaints must be made in writing - by letter or

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email - to the General Manager, JTM, Hudson House, Southern Gateway, Speke, Liverpool, L24 9HZ.

The complaint will be acknowledged by letter, or email, within 5 working days or receipt by the General Manager (subject to staff availability due to holidays or illness).

A senior manager will be appointed as the Investigating Officer who will conduct a thorough and fair review of the complaint and will speak to all parties concerned: this may involve contacting the complainant if the nature of the complaint is complex. At the end of the investigation the complainant will be contacted by the General Manager who will inform them of the outcome of the investigation. Normally the complainant will be notified of the outcome of their complaint within 15 working days of its receipt (although this period may be extended, subject to staff availability, holidays or illness). The General Manager will notify them if this process is likely to take longer.

If the Investigating Officer reports that a complaint was justified, remedial action will be taken as soon as possible to address the problem. If the Investigating Officer reports that a complaint was unjustified, no further action will be taken.

The complainant has the right to register an appeal against the outcome by writing to the General Manager within 15 working days of date of receipt.

- c. **Appeals Procedure** – the complainant needs to inform the General Manager of their wish to appeal and the nature of the appeal. The General Manager will appoint an independent senior manager to investigate. The senior manager will review the nature of the complaint, analyse the Investigating Officer's findings and report the outcome of the appeal to the General Manager. On completion of the review the senior manager will choose one of the following three options based on the evidence gained:

1. Uphold the original decision
2. Change the outcome based on the evidence presented
3. Continue and extend the investigation

At the end of the investigation the senior manager will make a final decision. The General Manager will inform the complainant of the outcome by letter. The Appeal Stage is the final stage of the Internal Complaints Procedure within JTM.