



# Complaints Policy and Procedure

## Policy

*“People are reluctant to complain but only by knowing what has gone wrong will we be able to continually improve in the future”*

Partnership Training Limited is committed to providing excellent customer service to everyone who is affected by its operation, formal evaluations, and feedback enables us to improve and review the provision and quality of support provided to Apprentices and employers.

We do not look at complaints as unwanted, and we are firmly committed to a process of continuous improvement, of which the complaints procedure is just one element. Recognising that sometimes things go wrong, or mistakes are made, this policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process.

This procedure will be available on our web site and will form part of the induction process for Apprentices and staff. A copy will be sent to anyone making a complaint and is made available to employers and within the apprenticeship handbook for all Apprentices.

The aim of the policy is to ensure that complaints about the service delivered by Partnership Training Limited are actioned within a timely and appropriate manner.

## Definition of a Complaint

A complaint is defined, for the purpose of this procedure, as a written or verbal record compiled by any customer or employee of Partnership Training Limited that identifies that something is unsatisfactory, wrong or unacceptable, any expression of dissatisfaction, whether justified or not, about any aspect of Partnership Training Limited.

## Objectives

The objectives of this complaint's procedure are to ensure that:

- Any complaints that are received are investigated at the appropriate level in the organisation,
- All complaints are actioned in the most expeditious way,
- Persons making complaints know how their complaint will be handled and managed
- Wherever possible, lessons are learned.

## Version 3

Last Review: 22/10/2021

Next planned review: 22/10/2022

Reviewer Name: Sharon Saund

Reviewer job role: Director



## **Definition of Customer/ Apprentice**

For the purposes of this procedure, customers/Apprentices are defined as anyone who has any dealing with the organisation; excluding staff who are asked to raise issues either with their line manager or under the internal grievance procedure.

## **Misunderstandings**

Even if customers/Apprentices do not regard a particular concern as a 'complaint', we would still like to know about it as it may help us deal with something we would otherwise overlook. These smaller things that go wrong or small misunderstandings can often be put right very quickly. We want to know about these; we want customers/Apprentices to get an acceptable solution very quickly, but we also need to learn from the process.

In striving for excellent customer service and Apprentice support, we realise that this is a high standard and to meet it, we need to be made aware of even the most minor failing. To avoid customers and Apprentices feeling that a minor issue is not worth raising as a complaint, we will take steps to encourage comment and constructive criticism at every level including in regular progress reviews.

Training will be provided to all staff in dealing with all reported issues and misunderstandings. This training will include an empowerment to immediately resolve any issue where our service level has not met our customer's and Apprentices' expectations if this is possible. Members of staff will record all issues dealt with in this way. The customer's name will not be included, and the staff member will make an objective judgement on the cause of the problem and these will be analysed on a regular basis as part of our process of continuous improvement.

## **Integrity**

During the process of dealing with a complaint we will be as open and transparent as possible. People raising complaints will be given full information about the progress of their complaint except in the cases mentioned below.

- If the complaint involves questions about the actions or competencies of individual members of staff other processes may subsume the complaints procedure and Partnership Training Limited may not be able to provide the person raising the complaint with all the relevant information. (For instance, employment legislation may prevent publication of the results of disciplinary processes)
- The legal requirements of the Public Interest Disclosure Act 1998 (Whistleblowers) may restrict the information that can be provided to persons raising complaints.

If either of these situations occurs the Director will provide an explanation without disclosing any restricted information. To ensure confidentiality, information about the progress of a complaint will only be provided to the person making the complaint.

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## Complaints Procedure

- Anyone in receipt of services from Partnership Training Limited wishing to make a complaint can do so verbally or in writing to any member of the staff team or using the following details:

Telephone: 01625 523 675

E-mail: [admin@partnershiptrainingltd.co.uk](mailto:admin@partnershiptrainingltd.co.uk)

Write to: Partnership Training Limited

Pentland House

Village Way

Wilmslow

Cheshire

SK9 2GH

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known).
  - Any names of the people you have dealt with so far; and
  - Copies of any papers or letters to do with the complaint.
- Apprentice's and customers making formal complaints are asked for details of the issue that has caused them to be dissatisfied. A complaint should also contain an explanation of what the person making the complaint requires to be done to resolve the issue.
  - Complaints will then be sent to the Vocational Training Manager in order to register and respond with acknowledgement of receipt within 5 days and 28 days to investigate. If an extended time is required to investigate, the complainant will be informed in writing.
  - All correspondence about complaints will be treated as confidential.
  - **Further progressing of a complaint following response:**  
In the unlikely event that you remain unhappy after your complaint has been investigated and the decision reached then you may escalate your complaint to a Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Director will investigate in full and respond to you within 15 working days.

The Director can be contacted on:

Call: 01625 523675

E-mail: [sharon.saund@partnershiptrainingltd.co.uk](mailto:sharon.saund@partnershiptrainingltd.co.uk)

Write to: Partnership Training Limited

Pentland House

Village Way

Wilmslow

Cheshire

SK9 2GH

- This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and

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achieving your qualification then please contact either the Awarding Organisation or the Education Skills Funding Agency (ESFA) directly.

The Awarding Organisation is:

**Highfield Awarding Body for Compliance (HABC)** and their complaint policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com).

Alternatively, please speak to the HABC team on 0845 2260350 or

**The ESFA Apprenticeship Service Support** on 08000 150 600 or [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)

- If at any stage the Apprentice or customer making the complaint wants to stop a complaint from being progressed, the customer can do so in writing or email to the Manager. Partnership Training Limited reserves the right to continue to investigate serious complaints in these circumstances.

### **Continuous Improvement**

Partnership Training Limited strives to be a learning organisation and will further develop quality improvement procedures, which will include information received from this process. Partnership Training would appreciate feedback from complainants about their experience of the organisation's complaints procedure and may use this to improve the way complaints are managed in the future.

#### **Links to:**

Complaints Form

Investigation Form

Quality Assurance Policy

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