

Scope

This policy and procedure applies to Itec Training Solutions Holdings Group, including its subsidiaries and associated companies: Centre for Strategy and Communication Limited and Itec Training Solutions Limited and all employees, learners, apprentices, and other stakeholders thereof. Throughout this policy, any references to “the Company”, means the Itec Training Solutions Holdings Group and its subsidiaries and associated companies; Centre for Strategy and Communication Limited and Itec Training Solutions Limited

Purpose

The purpose of this document is to set out the Company’s commitment to effectively managing complaints raised by our learners, employers, customers or any other stakeholder. Our policy and procedure is designed to ensure a cohesive and coordinated approach to handling and resolving complaints and identifying improvements within our services and business as appropriate.

The Company undertakes to act responsibly and ethically in managing complaints, seeking to resolve complaints within a timely and professional manner. This policy and procedure outlines our commitment and process the business will undertake in the event of a complaint from a third party, for example a learner, customer, employer, member of the public or any other stakeholder.

The Company regards a complaint as an expression of dissatisfaction by one or more individual in relation to the Company’s action or lack of action, or about the standard of service provided by the Company or on its behalf.

As a prime contractor, the Company will work with suppliers and contractors in relation to any complaints received about their services.

Definition

Itec defines a complaint as ‘an oral or written expression of dissatisfaction. The person making the complaint may not necessarily refer to it as being a “complaint”, but it will still be treated as such.

Responsibilities

The Senior Management Team is responsible for ensuring that this policy is fully and effectively implemented. Designated Senior Managers are responsible for managing and investigating complaints in line with the complaints procedure.

The Senior Quality Manager has overall responsibility for ensuring that the Company effectively manages complaints and for the monitoring and evaluating of complaints.

All employees are required to cooperate and support in the investigation of a complaint.

Policy statement

The Company is committed to effectively managing and seeking to resolve complaints and as a guiding principle to;

1. Provide a commitment statement.
2. Provide clear visibility of our complaints procedure.
3. Provide a clear and transparent complaints procedure.
4. Monitor and analyse complaints utilising information to improve our systems and services in the future.

Signed:

Date: June 2021



HR Director

Our commitment

The Company's commitment to you and what we pledge to do upon receipt of your feedback. We will:

- Provide you with a point of contact for your complaint.
- Listen and respond to your complaint.
- Investigate, if deemed relevant, and keep you informed on progress.
- Respond in a timely, polite and courteous manner.
- Consider solutions and seek to resolve your complaint.
- Instances of discrimination and/ or harassment in the delivery of services or in employment will be addressed through formal procedures.

Visibility

To ensure clarity and transparency of our complaints procedure the Company will:

- Provide our learners, customers and other stakeholders accessing our provision with information on our complaints procedure.
- Provide information on our complaints procedure to those accessing our services on commencement.

Confidentiality

The Company is committed to providing services of high quality in a non-discriminatory way. All complaints received are confidential unless:

- A complainant has requested or consented on information being passed on.
- Staff are concerned that there is a risk to the welfare or safety of a child or vulnerable adult.
- We have information about acts of terrorism or bomb warnings.
- Staff are threatened or verbally attacked by callers.
- A complainant interferes with the delivery of our service.

Complaint's procedure

Stage 1

Discuss the matter informally with a member of staff. They may be able to resolve the matter to your satisfaction informally. If you are not sure who to speak to, contact the Senior Quality Manager who will be able to advise you.

Stage 2

Where matters have not been resolved to your satisfaction informally under stage 1, you should send your complaint in writing, via e-mail, concern feedback form or letter addressed to one of the following contacts. Please note that complaints received via the company website and social media, e.g. Facebook, will be directed to the Senior Quality Manager via the Marketing Department.

- Head of Apprenticeships Wales (*Complaints in relation to the Apprenticeship provision/ services in Wales*)
- Head of Operations (*Complaints in relation to the Traineeship provision in Wales and England/ Jobs Growth Wales and Adult ESP delivery*)
- Director for England (*Complaints in relation to Apprenticeships England and Commercial services*)
- Senior Quality Manager (*Complaints in relation to all other provisions and services*)

The Senior Manager will make a record of your complaint and notify you of our point of contact for your complaint.

Your complaint will be recorded and we will send you an acknowledgement within 5 working days, outlining:

- The manager (point of contact) that will be dealing with your feedback/ complaint.
- How the feedback/ complaint will be dealt with.
- When a full response can be expected to your feedback/ complaint (we endeavour to carry out all procedures relating to your complaint within 28 days). If we cannot respond within this time, we will let you know the reasons for the delay and tell you when you can expect a response. A full response will be made to you in writing.

We aim to resolve any concerns quickly and to your satisfaction. However, if you are not satisfied with the outcome of stage 2 you can move onto stage 3 (appeals), which must be within one week of receiving our response.

Stage 3

If you are still unhappy with the outcome from stage 2, you may appeal in writing to a Director, which must be within 5 working days of the date of our response. Requests for an appeal will only be considered where any of the following conditions have been met:

- New evidence can be presented which was not made available to the manager at stage 2, and/ or
- The investigation was not carried out fairly or thoroughly, and/ or the findings were not borne out by the evidence.

If the Director is satisfied that either of the above conditions apply, a further investigation will be undertaken. You will be notified of the result of the investigation in writing within 15 working days of receipt of your appeal.

If you are still concerned after exhausting the complaints and appeal procedures listed above, please let us know and if there are any further options available, we will advise.

Additional information

We are committed to making our services accessible for everyone. In line with our statutory equalities duties, we will consider any reasonable adjustments you may require to support you in fully accessing this procedure.

If you have difficulty putting your complaint in writing, or require this information in another language or format, such as large font or Welsh, please contact:

Senior Quality Manager, Itec Training Solutions Ltd, Itec House, Penarth Road, Cardiff. CF11 8TT Tel: 02920 663900

Malicious complaints

Where the Company has investigated a complaint and the outcome is that the complaint is malicious, the Company reserves the right to consider whether to bring action against the complainant if false statements and/ or allegations have been made.

Where it is likely that a learner of the Company has made false statements and/ or allegations against the Company or its members of staff, then the matter may be further pursued under an alternative process.

These procedures do not cover the following, for which separate procedures exist:

- Representation by learners against decisions made in examinations and assessments. (Learner Appeals Policy & Procedures)
- Allegations of misconduct by a learner. (Learner Disciplinary Policy)
- Allegations of misconduct by a member of staff. (Disciplinary Policy & Procedure)
- Complaint by a member of staff against another member of staff or the Company. (Grievance Policy & Procedure)

Monitor and analyse complaints

All complaints will be logged, tracked and managed by the Senior Quality Manager. The overall number and nature of complaints will be recorded and monitored and used as the basis for a feedback/ complaints report, detailing the number and nature of complaints, which will be presented to the Senior Management Team. At the earliest opportunity after closing the complaint, the manager will inform you and relevant staff about the investigation's findings and any recommendations. If appropriate, the Company will:

- Use complaints data to identify the root cause of complaints.
- Take action to reduce the risk of reoccurrence.
- Record the details of corrective action in the complaints file.
- Systematically review complaints performance reports to improve service delivery.