

4.3.2 Compliments, Comments and Complaints Policy

1. Introduction

We are committed to provide the best possible service to all our customers. The compliments, comments and complaints process is an important part of this. Feedback of any kind is of great value to us and enables us to:

- Understand the satisfaction or dissatisfaction of our clients, customers and staff members with our organisation and services
- Acknowledge good performance and provide positive feedback to our staff
- Influence our organisational development and service improvement

2. Scope

The purpose of the policy is to provide an accessible and effective mechanism for our customers, including learners, employers, partners and referral agencies to contact us and provide feedback on the services they receive from us. CT Skills staff should always discuss their feedback with their line manager as a first point of call. If, for any reason, they feel that they are unable to do so, they can use this channel to share their feedback.

This policy sets out the principles of the process by which we will operate, how feedback can be provided and how we will respond to it.

This policy does not cover complaints regarding tutor **assessment decisions**. If you disagree with an assessment decision, please refer to our **Appeals process**.

This policy does not cover **whistleblowing**. If you are a customer or staff member who is worried about fraud, corruption and/or improper conduct at CT Skills, please refer to our whistleblowing policy at <https://www.ctskills.co.uk/policies/whistleblowing/>

3. Definitions

This policy uses the following definitions:

- a compliment is an expression of praise concerning a service received
- a comment is a suggestion for how a service may be improved
- a complaint is an expression of dissatisfaction about a standard of service
- the term feedback may be used as a collective term for compliments, comments and complaints

4. Our Principles

- Compliments, comments and complaints can be raised by users of our services, including learners, employers, partners and referral agencies, any external or regulatory bodies and their staff members as well as CT Skills staff
- We will deal with feedback timely, as quickly and effectively as we can
- We will receive all feedback in a positive manner
- We will remain honest, constructive and open throughout the process

- We will apply a consistent and fair approach to handling complaints, avoiding bias
- People will not receive a lesser service or discriminated in any way just because they made a complaint
- We will remain sensitive and handle feedback with due care being paid to individual differences and needs
- Confidentiality will be respected at all times. We cannot respond to any feedback that is anonymous, but we will ensure that these will inform improvements
- We will ensure that all parties effected will be sufficiently kept informed
- We will actively monitor and promptly act upon any feedback received through the below channels:
 - CT Skills staff member – feedback can be passed onto any staff members via phone, text message, in person or in writing.
 - CT Skills surveys - The link of such surveys can be found in main customer facing publications, such as the VLE, handbooks and can be requested from CT Skill staff members
 - CT Skills website – contact section (<https://www.ctskills.co.uk/contact/> and complaint section <https://www.ctskills.co.uk/complaint/>)
 - CT Skills social media platforms
 - Suggestion box in any of our centres

Although we will make every effort to monitor feedback on any other platforms and websites, we are unable to promise response to those. For this reason we ask our customers to feedback to us via the channels described above.

5. Overview of the Complaints Process

The below summarises the three stages of our complaints process. CT Skills staff needs to be familiar with the full step by step process on Cloud. (*Cloud/Business Improvements/4.3.3 Compliments, comments and complaints Process*)

INFORMAL STAGE – Local level: Manager or staff member response

FORMAL STAGE 1 – Head of Department

FORMAL STAGE 2 – CT Skills Board Member

At the initial **INFORMAL STAGE** the complaint will be investigated by an appointed manager and response will be made in the same method that the complaint was made and a response made within **5 working days**. If we can't reach the person making the complaint, at least two attempts at contacting will be made. If the person making the complaint is satisfied with the outcome the complaint is closed. If the outcome is not satisfactory **FORMAL STAGE 1** is initiated.

At **FORMAL STAGE 1** the complaint is passed to the Head of Department to investigate and the person making the complaint will receive a response within **30 days** of the original complaint. If the person making the complaint is satisfied with the outcome the complaint is closed. If the outcome is not satisfactory **FORMAL STAGE 2** is initiated.

At **FORMAL STAGE 2** the complaint is passed to a member of the CT Skills board to investigate. The outcome of this investigation will be reported to the person making the complaint within **60 days** of the original complaint in writing. If the person making the complaint is satisfied with the outcome the complaint is closed.

When all internal routes have been exhausted and the complaint remains unresolved the person making the complaint has the right to contact the relevant Awarding Organisation or Funding Body.