



Compliments, Complaints and Comments Policy

Instep UK

Director	Peter Hitchen	September 2019	
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Contents

Intent - Purpose	3
How to raise a compliment, complaint or comment	4
Grounds for Complaint.....	4
Implementation -Compliments, Complaints & Comments Resolution	4
Complaint Concluded.....	6
Impact - Monitor and Record Process.....	7
Address and Contacts.....	7
Complaints Process.....	8
Compliments and Comments Process	9
Appendix A - Compliment, Complaint and Comments Form.....	10
Appendix B - Holding Email Templates.....	11

Intent - Purpose

Instep UK is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening to the views of our learners, employers, staff and other stake holders and responding positively to their views.

We will endeavour to put mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- The compliments, complaints and comments procedure is designed to help us gain a clearer view of how learners and other users of Instep UK perceive us. Compliments, complaints and comments will be monitored and administered centrally by the Quality Team under the direction of the Head of Quality and Safeguarding.
- It sets out to ask for compliments as well as complaints so that we can identify good practice in Instep UK as well as identifying those areas where we have fallen short of our high standards.
- A complainant may be a learner, prospective learner, parent, employer or visitor to Instep UK.
- Learners may submit a 'group complaint'. Where a complaint is made by a number of learners, Instep UK may ask the group to nominate one learner to act as group representative.
- If the complainant is an Instep UK employee, they should refer to the Grievance Procedure as a means for ensuring that their issue is dealt with promptly and satisfactorily.
- For further information, contact the Human Resources department.
- Academic appeals are not part of this policy or procedure. Please refer to Instep UK's Appeals Policy.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly
- enable mediation between the complainant and the individual to whom the complaint has been referred
- An informal approach is appropriate when it can be achieved initially by speaking to your Tutor or your Line Manager to raise issues. Any member of Instep UK Staff that resolve an informal complaint will need to inform the quality manager. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

How to raise a compliment, complaint or comment

To ensure that raising a compliment, complaint or comment is as easy as possible Instep UK have a number of options available

Via email

- **Learners** Learnervoice@instepuk.com
- **Employers** Employervoice@instepuk.com

Letter

Jayne Kelly - Head of Quality and Safeguarding
Portal Business Centre,
Dallam Court, Dallam Lane,
Warrington,
Cheshire,
WA2 7LT

Grounds for Complaint

Unfair or discriminatory actions or decisions, inaccurate information provided on qualifications, selection procedures, support for individuals, time taken to deal with enquiries or unfair or discriminatory treatment by anyone acting on behalf of Instep UK. Please ensure that Instep UK complaint process has been followed by completing the compliment, complaint and comments form. If Instep UK cannot resolve your complaint you have the right to contact external bodies.

Issues which relate to the assessment process and decisions covering for example, qualifications, you will be required to follow Instep UK assessment appeals procedure which can be found on E-Track, SharePoint, learner handbook, learner portfolio's or by contacting head office on.

Implementation -Compliments, Complaints & Comments Resolution

Step 1 – Compliments, Complaints and Comment

On receipt of the completed compliment, complaint and comment form the Head of Quality will identify the relevant person to deal with the compliment, complaint or comment who will review the information and make recommendations for its resolution where necessary. During this time the Head of Quality will check the log to ensure the complaint has not been raised previously. All formal complaints are logged (Including any sent by letter or email).

Complaints addressed to the Directors are logged and passed to the Head of Quality to follow the Instep UK Compliments, Complaints and Comments procedures.

The relevant person may be:

- Head of Quality Assurance and Curriculum/Lead Internal Quality Assurer

- Operations Manager
- Head of Management Information
- Lead Functional Skills

An acknowledgement letter or email will then be sent to the complainant within 3 days by the Head of Quality. (Any individual who specifically request the full 'CCC Policy and Procedures' will be sent this document)

Step 2 – Complaints

The relevant person (Investigator) will interview the relevant parties, as appropriate, and examine any evidence (including learner records data, systems used, email communications, or other written records, as appropriate to the complaint). The investigator will endeavour to complete the investigation within 15 working days from receipt of the letter, complaint form or email.

We aim to complete all formal complaints within 15 working days. If the complaints have not been resolved within the allocated timeframe we will send a letter to the complainant outlining the reasons why the complaint has taken longer than expected.

The investigator may need to take advice from other internal and external agencies, as appropriate, in investigating the complaint. The investigator might also require access to sensitive personal data (under the GDPR) in order to arrive at a sound conclusion. The investigator will handle such information with due regard to its sensitivity, only sharing it with any others who need to know it as part of the investigation.

The complainant submitting a formal complaint should be aware that the above information will be made available under these conditions as part of an investigation. (This will be included in the acknowledgment letter or email)

Step 3

If the complainant is still dissatisfied with the action taken, s/he can request that the complaint be submitted to the relevant Director. The Director will then review all previous actions and make a decision.

Step 4

If for whatever reason, the Director has been unable to resolve the complaint, the complaint will be escalated to the Managing Director.

Step 5

After following the Instep UK process and the complainant is still not satisfied they can use external bodies. Please note that the complaint may be the responsibility of another organisation. For example, where the complaint raises concerns about:

- The Education Skills Funding Agency (ESFA)

○ Ofsted

Step 2 – Comments

An acknowledgement letter or email will be sent to the individual, organisation or employer within 5 working days. Any comments received verbally, should be forwarded to the Quality Manager. Details of comments will be recorded and shared with the relevant managers to discuss any ideas for improvement and logged within the tracking form.

All comments may be used for marketing purposes on our website and consent forms from the individual must be sought prior to use. Comments may also be used by staff and managers during their one-to-one meetings and appraisals.

Step 2 – Compliments

An acknowledgement letter or email will be sent to the individual, organisation or employer within 5 working days. Any compliments received verbally, should be forwarded to the Quality Manager. Details of compliments will be shared via internal communication process and logged within the tracking form.

All compliments may be used for marketing purposes on our website and consent forms from the individual must be sought prior to use. Compliments may also be used by staff and managers during their 1-2-1 meetings and appraisals.

Complaint Concluded

Where the complaint has been concluded satisfactorily, the investigator will update the Head of Quality to discuss and submit the summary and all other documentation relevant to the investigation. The Head of Quality will retain all documentation relating to the complaint, such that it can be easily retrieved if required for an Appeal. The investigator and the Head of Quality will review any systems relevant to the complaint, to identify and recommend changes that would prevent a recurrence of similar complaints. These recommendations will be included within the tracking form.

Impact - Monitor and Record Process

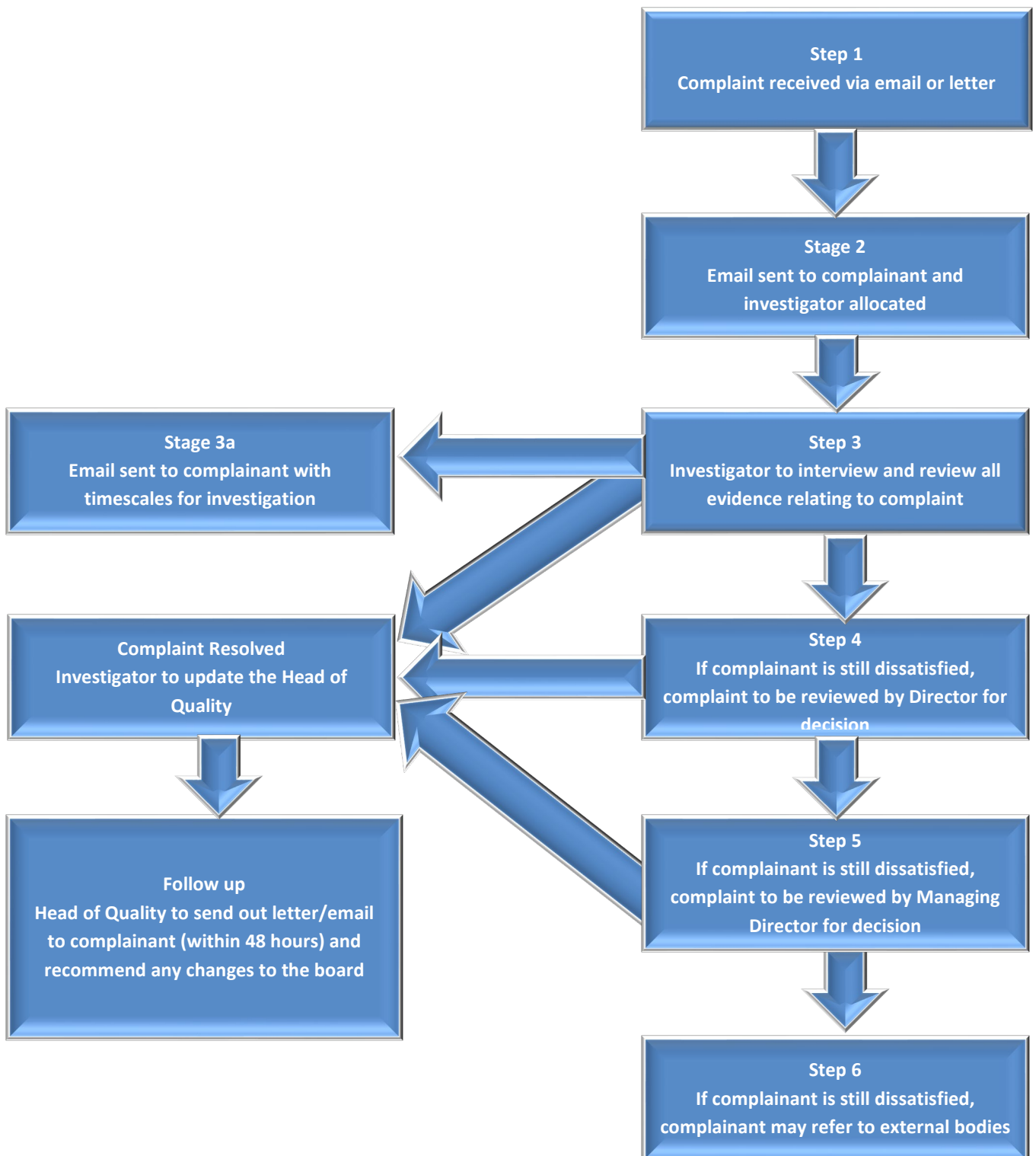
The Head of Quality manages the tracking form which includes actions, the investigator and any evidence submitted on SharePoint locked to relevant persons. The information will be shared with the persons involved with any compliment, complaint and comments and the Directors as part of the process of review and evaluation.

Outcome of this discussion may result in changes to policy and procedures.

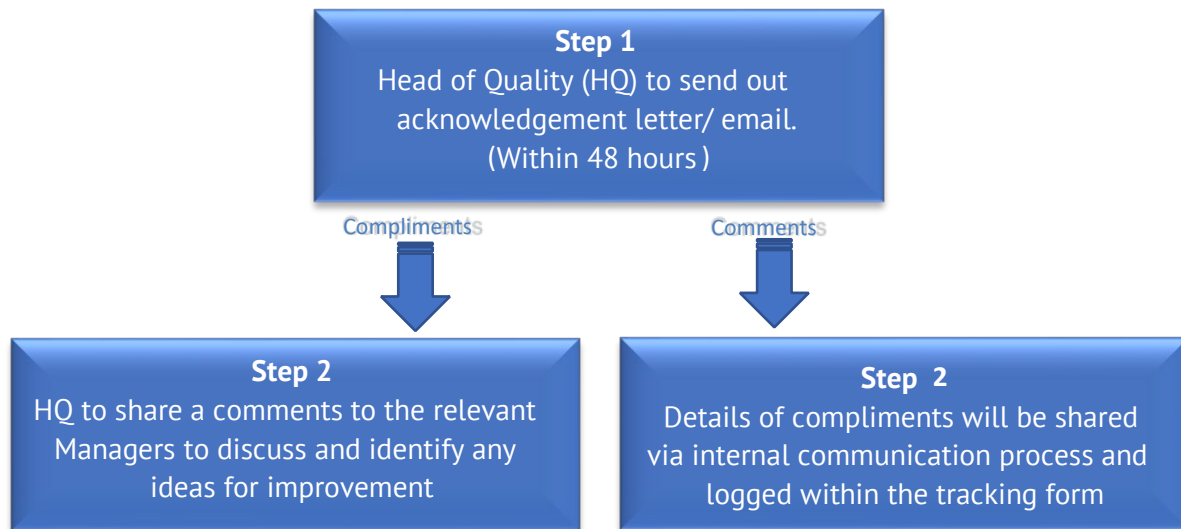
Address and Contacts

Quality Manager Responsible	J Kelly
Postal Address	Portal Business Centre, Dallam Court, Dallam Lane, Warrington, Cheshire, WA2 7LT
Email	employervoice@instepuk.com
Email	learnervoice@instepuk.com

Complaints Process



Compliments and Comments Process



Compliments and comments may be used for marketing purposes on our website and consent forms from the individual must be sought prior to use. Compliments or comments may also be used by staff and Managers during their 1-2-1 meetings and appraisals.

Appendix A - Compliment, Complaint and Comments Form

Please select the appropriate action:		Compliment <input type="checkbox"/> Complaint <input type="checkbox"/> Comment <input type="checkbox"/>	
Unique Reference Number (To be completed by the Head of Quality)			
Name		Company	
Address			
Contact Number		Date	
Email Address		Programme	
<p>In order for Instep UK to deal with your Compliment, Complaint or Comment effectively and efficiently please provide sufficient details of your Compliment, Complaint or Comment below:</p>			
Signed		Date	
Name in Capitals			

Appendix B - Holding Email Templates

Holding email on receipt of complaint

Subject: Complaint about.... (Insert nature of complaint)

Our ref

Date

Dear [insert name of person who made complaint]

I am writing to let you know that we have received your complaint about [insert outline of complaint].

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than [insert date].

Thank you for letting us know of your concern, and for your patience while we explore this matter.

If you have any questions concerning this letter/email, or would like to discuss the complaint further, please contact me. My contact details can be found at the foot of this email.

Yours sincerely [insert staff name], [insert position]

Holding email for extension of time to investigate

Subject: Complaint about.... (Insert nature of complaint)

Our ref

Date

Dear [add name]

Further to my email/telephone call/letter of [date of last correspondence], we are still investigating the detail of your complaint.

This is due to [insert the reason for a delay].

I apologise for the delay and thank you for your patience.

I will write again as soon as possible, and at the latest within [give a number of weeks] of the date we received your complaint.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact me. My contact details can be found at the foot of this email.

My contact details are below.

Yours sincerely [insert staff name], [insert position]
