



# Compliments, Complaints and Comments Policy

Instep UK

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## 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 stakeholders 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 Service Improvement Manager 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.
- Comments could comprise of, but not limited to, suggestions of best practice, ideas for continuous improvement or acknowledgements of when services met expectations.
- A complainant may be a learner, prospective learner, parent, employer, partner 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 on this, 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, Trainer or your Customer Solutions contact to raise issues. Any member of Instep UK Staff that resolve an informal complaint will need to inform the Service Improvement Manager so this can be recorded. 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 dedicated set of email inboxes created for this purpose:

- **Learners** [Learnervoice@instepuk.com](mailto:Learnervoice@instepuk.com)
- **Employers or Partners** [Employervoice@instepuk.com](mailto:Employervoice@instepuk.com)

### Potential Grounds for Complaints

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 the website or contact your Tutor, Trainer or Customer Solutions contact.

## Implementation

### Step 1 – Compliments, Complaints and Comments Instigation

On receipt of the completed form (see appendix A below) 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. All compliments, complaints and comments are then recorded on to the log.

### Step 2 – Complaints

In the case of complaints, an acknowledgement letter via email, will be sent to the complainant within 3 working days by the Service Improvement Manager.

The relevant person, known as the Investigator, will interview the relevant parties, as appropriate, and examine any evidence, which could include learner records, data, systems, email communications, or other written records. The investigator will endeavour to complete the investigation within 15 working days from receipt of the complaint.

We aim to resolve all 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.

### Step 3

If the complainant is still dissatisfied with the action taken, they can request that the complaint be escalated 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 Chief Executive Officer.

### 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
- Awarding Organisation

### Step 2 – Comments

An acknowledgement letter via email will be sent to the individual, organisation or employer within 5 working days. Any comments received verbally, should be forwarded to the Service Improvement Manager, so they can be recorded. Details of comments will be shared with the relevant managers to discuss any ideas for improvement on a monthly basis.

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 via email will be sent to the individual, organisation or employer within 5 working days. Any compliments received verbally, should be forwarded to the Service Improvement

Manager, so they can be recorded. Details of compliments will be shared with managers so they can discuss and celebrate these with their teams, on a monthly basis.

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.

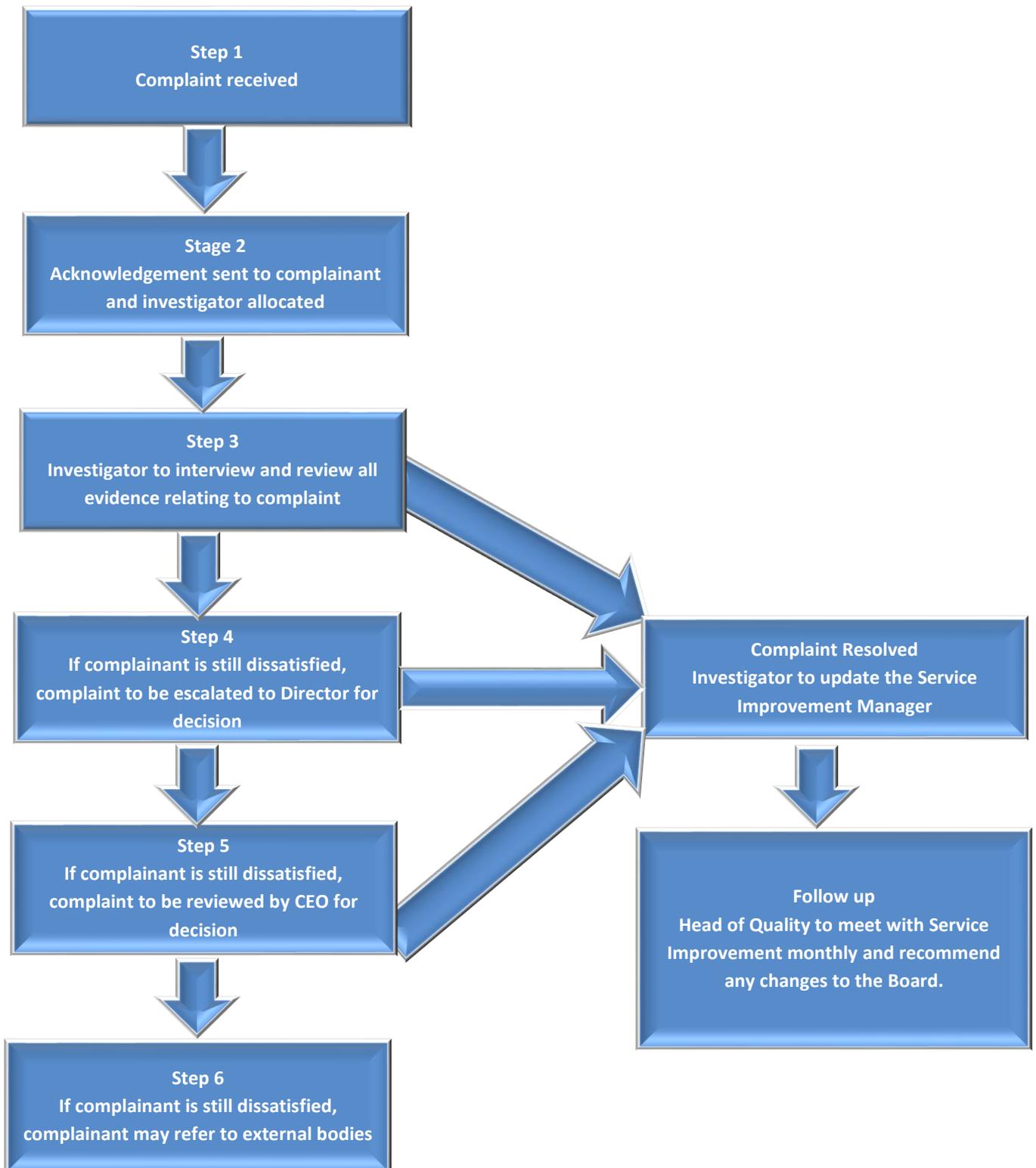
## **Complaint Concluded**

Where the complaint has been concluded satisfactorily, the investigator will update the Service Improvement Manager 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 will have monthly meetings with the Service Improvement Manager to monitor the tracking form and its entries, to review the cascading and collation of information and to identify any actions which may result in changes to policy and procedures.

# 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 – Compliments, Complaints and Comments Form

<b>Please select the appropriate action:</b>		Compliment <input type="checkbox"/> Complaint <input type="checkbox"/> Comment <input type="checkbox"/>	
<b>Name</b>		<b>Company</b>	
<b>Address</b>			
<b>Contact Number</b>		<b>Date</b>	
<b>Email Address</b>		<b>Programme</b>	
<p>In order for Instep UK to deal with your compliment, complaint or comment effectively and efficiently please provide sufficient details below:</p>			
<b>Signed</b>		<b>Date</b>	
<b>Name in Block Capitals</b>			

## Appendix B - Email Templates

### Acknowledgement email on receipt of complaint

Subject: Complaint about *[Insert nature of complaint]*

Date:

Dear *[insert name of complainant]*

I am writing to let you know that we have received your complaint dated *[insert date complaint was received]* about *[insert overview of complaint]*.

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than *[insert date 15 working days from today]*.

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

If you have any questions at this stage or would like to discuss the complaint further, please don't hesitate to contact me.

Yours sincerely, *[insert name]*

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### Email for extension of investigation.

Subject: Complaint about *[Insert nature of complaint]*

Date:

Dear *[insert complainant's name]*

Further to my email 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 will be in touch again as soon as possible, and at the latest by *[insert new estimated date]*.

If you have any questions concerning this letter, or would like to discuss the complaint further, please get in touch.

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

Yours sincerely *[insert name]*

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