



Company Policies



Complaints Policy

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Policy Approved by: *Debbie Williams*

Signed:



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13/03/2022 Reviewed by D. Williams, roles and responsibilities updated, and format of policy changed to Compass company policy format



Complaints Policy

1.0 Introduction

The aim of this policy is to provide an opportunity for anyone associated with Compass Skills Training Limited (referred to through the rest of this document as 'Compass'), including any member of staff, associate, client or learner to resolve any complaint in respect of the services provided by Compass.

Through the implementation of this policy, we will ensure that any complaint is dealt with fairly and where appropriate, will provide clear and accessible information on how an individual can make their complaint known and receive an appropriate response.

All complaints will be handled with a regard for confidentiality as appropriate and in accordance with data protection legislation.

Every complaint will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that we can improve our services.

2.0 Scope

This policy applies to all services of Compass, including the delivery of consultancy services, short courses, NVQ programs, apprenticeships and occupational health services.

All members of staff and associates are included within the scope of this policy.

This policy does not cover the following situations:

- Complaints about other learners enrolled on a program – this should be directed to the course/program leader;*
- Reasonable adjustment requests – please refer to our Special Considerations and Reasonable Adjustments Policy;*
- A request for a second opinion in relation to occupational health service – this should be requested from the Occupational Health team;*
- Complaints from staff and associates – please see our Grievance Procedure and Whistleblowing Policy*

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3.0 Definition of 'Compliant'

For the purpose of this policy, a complaint is a statement that a service provided by Compass is unsatisfactory or unacceptable.

4.0 Procedure

4.1 Complaints from Learners

Learners may express dissatisfaction about any program of study or related facility of any other service provided by or on behalf of Compass, which has affected their experience.

A complaint made by a learner should follow the following stages:

Stage	Explanation
Stage 1 Informal Resolution	It is expected that day-to-day issues will be resolved promptly and informally between a learner and their course leader or personal tutor.
Stage 2 Formal stage of investigation and determination of complaint	<p>When it is felt that an issue has not been resolved, or the issue is considered to be of a serious nature, or it is more appropriate to refer the issue, a learner should submit their formal complaint to the Training Coordinator, Yolande Kalinics or Learning Support Advisor Robert Bentham, who will normally acknowledge the complaint within 2 working days of its receipt.</p> <p>The Training Coordinator or Learning Support Advisor will deal with the complaint of forward to the appropriate manager. After investigating the complaint they will normally respond within 10 working days of receipt, or if the complainant will be advised of any delay and the likely timescale in which they should receive a reply.</p> <p>The Training Coordinator or Learning Support Advisor will provide details of the outcome of the investigation. They will confirm whether the complaint is upheld, partly upheld or not upheld. They will provide clear reasons for the decision reached.</p> <p>The complaint will be logged as either a non-conformance or an opportunity for improvement on our Quality Management System documentation</p> <p>Where a complaint is upheld, Compass will explain when and how it will implement any remedy, whether that includes an apology and what the learner can do if they remain unsatisfied.</p> <p>The decision should also include the learner's right to take the complaint to the review stage.</p>

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Stage	Explanation
Stage 3 (internal) Review	<p>If the matter is not resolved to the satisfaction of the learner, the matter should then be escalated to the Head of Operations.</p> <p>A request for a review may be on limited grounds, including but not confined to:</p> <ul style="list-style-type: none">• A review of the procedures followed at the formal stage;• A consideration of whether the outcome was reasonable;• New material evidence which the learner was unable, for valid reasons, to provide earlier in the process. <p>The Head of Operations will normally acknowledge the request to review the complaint within 2 working days of its receipt and after investigating the complaint, normally respond within 10 working days, or the complainant will be advised of any delay and the likely timescale in which they should receive a reply. The Head of Operations may delegate this to another member of the Senior Membership Team.</p> <p>The review stage will not generally consider the issues afresh or involve a further investigation.</p> <p>A complaint must have been considered at the formal stage before it can be escalated to the review stage.</p> <p>The purpose of the review stage is to ensure that appropriate procedures have been followed and that the decision, following the formal investigation, was reasonable. This stage does not necessarily require a reconsideration of the issues raised.</p> <p>The person investigating the complaint will write to the complainant setting out its decision at the conclusion of this stage. They will confirm whether the complain was upheld, partly upheld or not upheld.</p> <p>They will provide clear reasons for the decisions reached.</p> <p>Where a complaint is upheld, Compass will explain how and when it will implement any remedy, whether that includes an apology and what the learner can do if they remain dissatisfied including external review by awarding organisations where applicable.</p> <p>For apprentices, the decision should also give information about the learners right to raise the complaint via the Education and Skills Funding Agency (ESFA).</p>

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Stage	Explanation
Stage 4 (external) Review	<p>If internal complaints procedures have been exhausted and the complaint remains unresolved to the satisfaction of the learner, s/he may complain to the following:</p> <p>Apprentices - ESFA by contacting them via https://www.gov.uk/complain-further-education-apprenticeship</p> <p>NEBOSH Learners - www.nebosh.org.uk</p> <p>CITB Learners - www.citb.co.uk</p> <p>IOSH Learners - www.iosh.co.uk</p> <p>Highfield Learners- www.highfieldqualifications.com</p> <p>NVQ:</p> <p>NOCN/Cskills - www.nocn.org.uk</p> <p>Qualsafe – www.qualsafeawards.org</p> <p>Advice and guidance on the above is available from the Training Coordinator and/or Learning Support Advisor.</p>

