


<b>UKTD Complaints Procedure</b>		
<b>Issued By:</b> Helen Blackbourn	<b>Issue No</b> 3	<b>Date of Review:</b> 2/5/2017
<b>Approved by:</b> T. Wisniewski	<b>Signature</b> 	<b>Date</b> May 2018

### **Purpose**

To ensure that UKTD are informed of any inconsistency in our delivery, performance, conduct or service to a whole range of our customers, internal and external, and that they are followed through to a satisfactory conclusion.

### **Scope**

All complaints received from customers internal and external and in particular learners and employers

### **Responsibilities**

#### **PA Office Manager & Operations Manager depending on the nature of the complaint**

Is responsible for

1. Logging all incoming official complaints on the customer feedback report
2. Identifying complaints in customer feedback and questioners, as this is the most likely place to receive a complaint

#### **The 'appropriate' Department Manager**

Is responsible for:

1. Investigating complaints, and identifying possible a potential resolution with the customer
2. Confirming the outcome from the complaint either by phone or if necessary in writing to the customer
3. Ensuring the completion of the Complaints Record on the customer feedback report
4. Escalating the complaint to the Managing Director where a resolution has not been obtained and in particular this must always be the case when the complaint has any connection with Safeguarding or Prevent concerns

### **Measurements**

All customer complaints should be investigated and the customer contracted to resolve the complaint within 7 days, if complaint cannot be resolved over the telephone then a visit will be arranged.

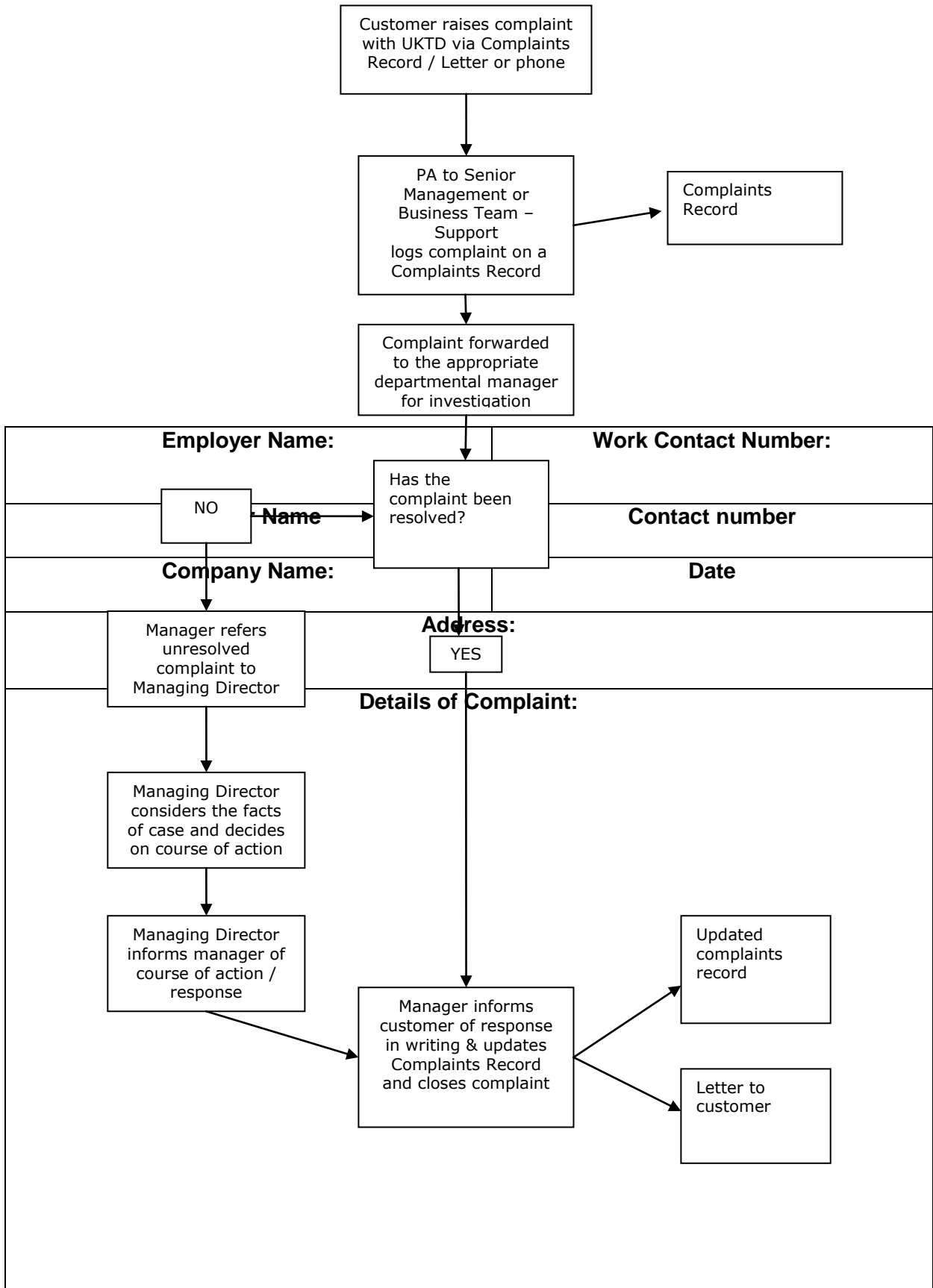
### **Quality Assurance / Inspection**

The complaints records will be reviewed as part of UKTD's Quality Assurance arrangements

## **Process**

1. The customer in the first instance, discuss any concerns regarding the service provided with their UKTD Training Consultant, so that any concerns can be resolved / understood.
2. If the issues cannot be resolved, the TC should then complete a written complaint and a copy of the complaint record sent or e-mailed to their line manager.
3. The formal complaints procedure requires the learner/employer to notify UKTD in writing. This should be completed and sent to the appropriate Manager.
4. The Manager will arrange with the PA Office Manager or a Designated Safety Officer for the complaint to be logged in the customer complaints book, and investigate the complaint with the appropriate member of staff.
5. The Manager will contact the customer to discuss the complaint and seek a resolution.
6. Where a complaint cannot be resolved by the appropriate Manager, a meeting will be arranged with the learner/employer, and a Senior Member of the Management team.
7. The complaint will be discussed further and the Managing Director will make a decision on the response from UKTD.
8. The appropriate Manager will contact the customer and confirm UKTDs response to the complaint in writing. The Complaints Record will then be completed and closed.

## Flowchart – Complaints Procedure



<b>Name Training Consultant or Manager</b>				<b>Date:</b>
<b>dealing with matter:</b>	By	In	In	Recorded by:
Date:	Phone	Person	Writing	
Time:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## UK Training & Development Complaints Record

Escalated to: name Manager or DSO	
<p>Outcome</p> <p>Plan of action to resolve situation:          If a Safeguarding / Prevent matter please escalate to the Lead Designated Safeguarding Officer or your personal safeguarding Officer:</p>	

Resolution and closure details:

Closed Date:

Name Manager investigated