

UKTD Complaints Procedure		
Issued by: Janice Dutton on behalf of UKTD	Issue No v5	Date of Review: June 2019
Approved by: Theresa Wisniewski, MD	Signature (hard copy signed)	Next Review Date June 2021

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

Head Office Reception (or whoever takes the call)

Is responsible for:

1. Routing the call to the designated person in FCD, if a formal complaint is being made, or, if the complaint is at the informal stage, forwarding details on to the Regional Manager for prompt action and follow up.

FCD

Is responsible for:

1. Logging all incoming official complaints on the Customer Complaints Log.
2. Completing a Complaint Record form with the complainant, over the telephone, and sending a copy of the Complaints Procedure by email.
3. Emailing new Complaint Record to the relevant Regional Manager
4. Routing all Safeguarding complaints to the relevant DSO or the LDSO.
5. Monitoring the enquiries@ email inbox for any customer complaints.
6. Identifying complaints in customer feedback and questionnaires, as this is the most likely place to receive a complaint.

The 'appropriate' Regional Manager (depending on the nature of the complaint)

Is responsible for:

1. Investigating all complaints and identifying a possible potential resolution with the customer.
2. Confirming the outcome from the complaint either by telephone or, if necessary, in writing to the customer.
3. Ensuring completion of the Complaint Record and addition to the Customer Complaints Log.
4. Escalating the complaint to the FCD Manager where a resolution has not been obtained or to the MD when the complaint has any connection with Safeguarding or Prevent concerns.

Measurements

All customer complaints should be investigated and the customer contacted to resolve the complaint within 7 days. If the 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.

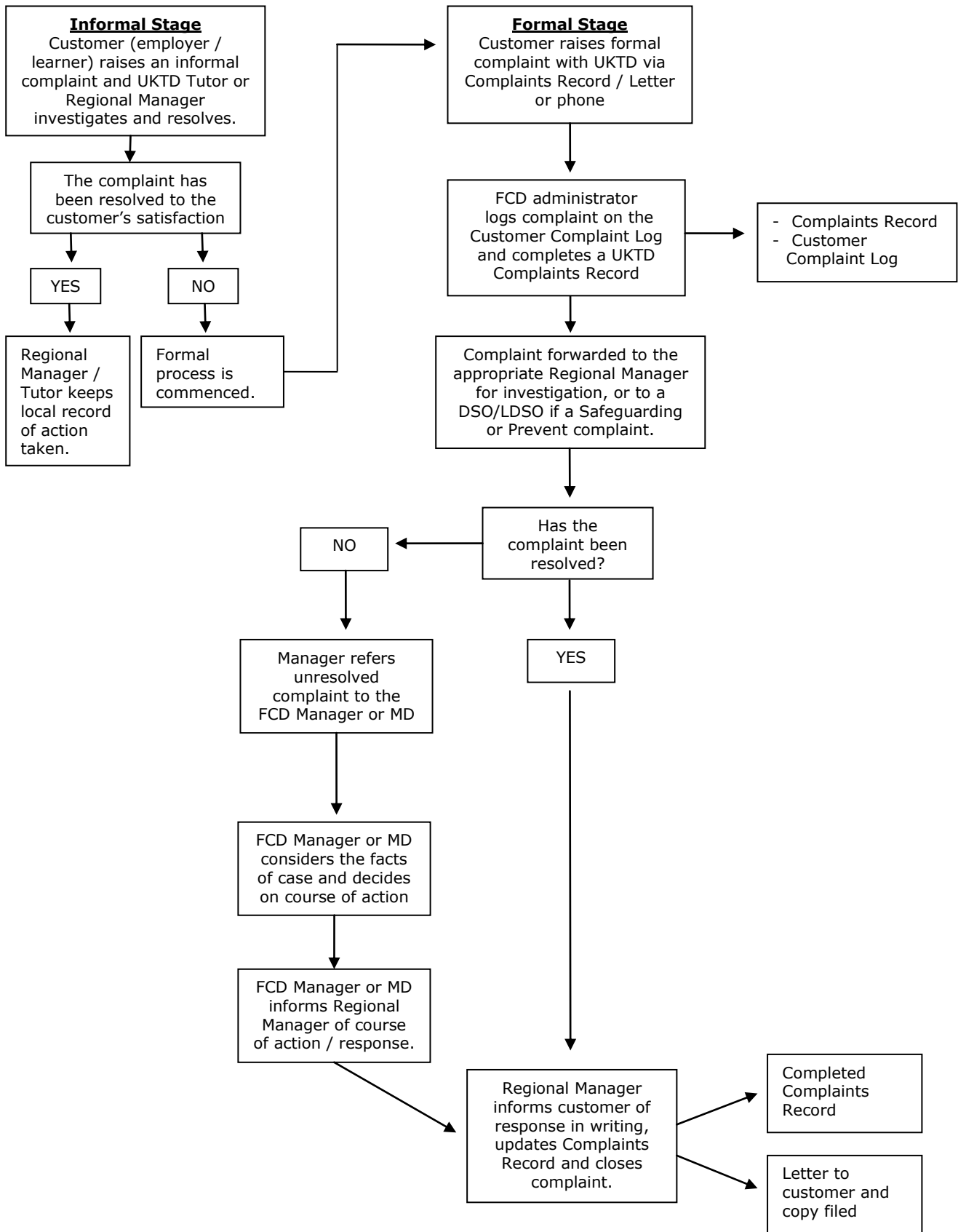
Process

1. Informal Stage - The customer in the first instance raises any concerns regarding the service provided with either their UKTD Tutor or area Regional Manager, so that any issues can be resolved / understood. The customer may choose to contact Head Office initially with their complaint.
2. UKTD Tutor will discuss the complaint with their Regional Manager if it is a complex/serious matter and further guidance is required.
3. Formal Stage - If the issue cannot be resolved, the formal procedure will be commenced. A Complaint Record will be completed by the Regional Manager or UKTD Tutor (the Tutor must ensure the Complaint Record is sent to the Regional Manager immediately for investigation).

If the complainant contacts UKTD Head Office directly, the complaint will be logged and a Complaint Record completed by FCD. This will be forwarded to the appropriate Regional Manager to investigate.

4. All formal complaints are required to be recorded in writing.
5. The Regional Manager will arrange with the designated FCD administrator for the complaint to be logged on the Customer Complaints Log, and will investigate the complaint with the appropriate member of staff.
6. The Regional Manager will contact the customer to discuss the complaint, and seek resolution. Escalation to the FCD Manager or MD may be required.
7. Where a complaint cannot be resolved by the appropriate Regional Manager, a meeting will be arranged with the learner/employer and a member of the Senior Management Team.
8. The complaint will be discussed further and the Managing Director will make a decision on the response from UKTD.
9. The appropriate Regional Manager will contact the customer and confirm UKTD's response to the complaint in writing. The Complaints Record will then be completed by the Regional Manager and the complaint closed.

Flowchart – Complaints Procedure



UK Training & Development Complaint Record (for internal completion)

Employer / Learner Name/Other: (please indicate as appropriate)	Contact Number (Landline):
Company/Apprenticeship Placement Name : (please indicate as appropriate)	Contact Number (Mobile)
Email Address:	Date of Complaint:
Postal Address:	
Details of Complaint:	
Name of UKTD Tutor or Regional Manager dealing with matter:	Date Complaint Forwarded:

Escalated to: Name of Regional Manager or DSO			
By Phone <input type="checkbox"/>	In Person <input type="checkbox"/>	In Writing <input type="checkbox"/>	Recorded by:
Date:		Time:	
<p>Outcome</p> <p>Plan of action to resolve the situation:</p> <p>If a Safeguarding / Prevent matter please refer immediately to the Lead Designated Safeguarding Officer (LDSO) or your local Designated Safeguarding Officer (DSO).</p>			
<p>Resolution and Closure Details</p>			
Closed Date:		Name of Regional Manager who investigated:	

UK Training & Development

Registration of Complaint (for external completion)

Full Name (Employer):	Contact Number (Landline):
Full Name (Learner):	Contact Number (Mobile):
Company Name:	Date
Address:	
Summary of your complaint:	
<p>Please attach copies of any supporting paperwork to this form.</p> <p>I confirm that the information I have provided is correct and that I have taken appropriate steps to try and reach a resolution to this matter, following UKTD's informal stage process.</p> <p>I give my consent for appropriate staff to have access to the information provided in relation to this complaint.</p>	
Signed:	Date: