



Compliments, Complaints and Comments Policy

Version	Reviewed date:	Reviewed by:
1	May 21	Jim French

Compliments, Complaints and Comments Policy

Purpose

Road to Logistics 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
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

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 staff that resolves an informal complaint will need to inform the quality manager. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be engaged and followed.

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 Road to Logistics. Please ensure that Road to Logistics complaint process has been followed by completing the compliment, complaint, and comments form. If we can't 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 Road to Logistics. assessment appeals procedure can be found on our website, in the learner handbook, or by contacting head office.

Compliments, Complaints and 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 Road to Logistics Compliments, Complaints and Comments procedures.

The relevant person may be:

- Lead Internal Quality Assurer
- Operations Manager
- Office Manager
- Lead Functional Skills
- Head of ETP

An acknowledgement letter or email will then be sent to the complainant within 48 hours 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.

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 Road to Logistics 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)
- The funding contract holder

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.

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 Head of Quality. 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 1-2-1 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 Head of Quality. 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.

Monitor and Record Process

The Head of Quality manage 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

Head of Quality Responsible	Jennifer Swain
Postal Address	Road to Logistics, Farrington Way, Eastwood, Nottinghamshire NG16 3AG
Email	Jennifer.swain@roadtologistics.org

If you are unhappy with the outcome you can complain about a further education college or apprenticeship to the ESFA

If you're unhappy with the outcome you can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

- a further education college
- a learning organisation that offers qualifications or apprenticeship schemes
- a sixth form college that is not an academy
- a learning organisation that offers courses for people who are under 25 and have a learning disability

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

Email - ESFA complaints team:
complaints.ESFA@education.gov.uk

Post to:
Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response

You can contact the Department for Education if you're unhappy with how the ESFA has dealt with your complaint.

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 office)			
Name		Company	
Address			
Contact Number		Date	
Email Address		Programme	
In Order for Skill Centre to deal with your Compliment, Complaint or Comment effectively and efficiently please provide sufficient details of your Compliment, Complaint or Comment below:			
Signed		Date	

Name in Capitals	
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