

Complaints Policy

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Document Control

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Policy	Link or impact
Equality & Diversity Policy	
Complaints Procedure	

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Scope

This policy details the requirements of Freshfield in the event of a complaint or compliment from any customer, be it an employer, learner, funding organisation or member of the public and should be used in conjunction with the complaints procedure.

Aims

To ensure that all Employers, learners, staff and customers have access to the responsive complaints procedure in order to:

- Monitor all complaints received;
- Resolve complaints appropriately within the relevant department or to forward, where applicable, to the Director.
- Use all feedback to continually improve the service

Implementation

Freshfield will:

- Provide all learners with a Learner welcome book outlining clearly our complaints procedure.
- Ensure the Learner Complaints Procedure is covered during learner induction.
- All complaints will be dealt with at local level (where possible) within **seven working days**.
 - Where this is not possible, complaints should be referred to the Director on the proforma provided. (See Annex A)
- Complaints information will be analysed and presented to staff. This will include; learner, staff and Employer complaints.
- Analysis information will be provided to staff at Team meetings.
- Complaint statistics will be included in the yearly Self-Assessment Report (SAR).
- Complaints outside our remit, or those that we cannot resolve locally, will be forwarded to relevant partners or awarding organisation within **7 working days**.

Compliments

Freshfield strive to ensure all Employers, learners and staff enjoy their learning experience. If you would like to inform us of any positive experiences you have had with Freshfield we would be very happy to hear from you.

Freshfield take complaints very seriously; they are acted upon however trivial. This is so that we can improve at all levels and continue to be a learner focused provider offering a high-quality service to all.

Annex A

Complaints Proforma

Name: _____

Contact Details: _____

Telephone Number: _____

Address: _____

Complaint recorded by: _____

Subject matter of complaint: _____

Date and time: _____

Full description of complaint: _____

Continue overleaf if required.

Anyone contacted so far regarding the complaint: _____

Please enclose any copies of letters or evidence to do with your complaint.

