



Complaints Policy and Procedure

Fit2Communicate recognises the importance of complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of Fit2Communicate in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong;
- we have not done something that we said we would do; or
- you are not satisfied with a particular service or set of services that we provide.

Anonymous Complaints

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain.

If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

Procedure

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint will be documented on the attached Appendix (1) for filing.

In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the team member concerned, the matter should be documented as per Appendix (2) and sent within 48 hours of the incident occurring to complaints@fit2communicate.com.

On receipt of the complaint, the nature of the complaint will be brought to the attention of the team member concerned and discussed within 48 hours of receiving the complaint. The individual will then be contacted by a representative of Fit2Communicate with a view to resolve to situation.

If a resolution cannot be found, a meeting will be arranged, within 30 days, with all relevant parties to agree a resolution. The decision from this meeting will be final.

A record of all complaints will be maintained and will be available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the awarding body will be made aware if this is relevant.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the *Appeals Policy* must be followed.

www.fit2communicate.com | 07920 752192 or 07920 772642 | hello@fit2communicate.com

Fit2Communicate Limited, 15 Warwick Rd, Stratford-upon-Avon, Warwickshire, CV37 6YW

Directors: K. Dempster FIC, ACIM, J. Robbins FIC, PG (Dip)

Registered number: 11703131 | Registered in England and Wales | Registered office as above



Appendix 1

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint:

Resolution Agreed:

Signed Complainant:

Date:

Signed on behalf of Fit2Communicate:

Date:



Appendix 2

Referral of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint:

Date of resolution meeting:

Actions agreed:

Signed off by Centre Manager:

Date:

Signed off by Complainant:

Date:

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Policy review

This policy has been approved & authorised by:

Karen Dempster and Justin Robbins

Co-founders of Fit2Communicate

Date: 25 March 2020

Signed

A handwritten signature in blue ink that reads "Karen Dempster".

A handwritten signature in blue ink that reads "Justin Robbins".

Next review of this policy due: March 2021