Policy Name: **Complaints Policy and Procedure**

Policy Version: V3

Effective Date: 01/12/2017

Review Date: 01/12/2018

Policy Responsibility: Management

For Action By: All members of Train for Gains Academy Administration team and Management

Train for Gains Academy is committed to providing an excellent service. We will provide exemplary customer service, listening to customer needs and continuously improve the customer experience.

All staff at Train for Gains Academy welcomes feedback so that we can improve. All complaints are dealt with

seriously and thoroughly. This procedure enables students, parents/guardians and employers to provide us with feedback. If you are dissatisfied with any aspect of your experience with Train for Gains Academy please talk to a member of our team or managers who will try to resolve the problem as quickly as possible. If you are satisfied with the outcome, we hope there is no need for any further action.

If you remain dissatisfied, having taken this action, you are encouraged to let us know through our

complaints procedure.

Feedback Procedure

We are interested to know what you think of our service. If you think we do some things particularly well or there are areas where we could do better, we would like to hear from you.

If you have any suggestions or comments relating to the service that we provide, please send an email to [trainforgainsacademy@gmail.com](mailto:trainforgainsacademy@gmail.com) or complete a comment form, available from any member of staff, and return it to an Train for Gains Academy office or member of staff, alternatively this can be posted to our head office.

Complaints Procedure

Train for Gains Academy You Staff should take every opportunity to resolve clients’ complaints at the first point of contact if at all possible. Frontline resolution should be attempted where the issues involved are straightforward and potentially easily resolved, requiring little or no investigation. Train for Gains Academy would expect frontline staff to respond to all complaints that they identify as appropriate for immediate resolution. The clear focus of frontline resolution is on taking action to resolve complaints quickly where this is possible. This may take the form of a quick apology or explanation for a service failure where this is evident.

Timescales for frontline resolution should be completed within five working days, preferably in three days.

Investigation

Not all complaints are suitable for frontline resolution and not all complaints will be satisfactorily resolved at this stage. Complaints handled by investigation are typically those that are complex or require a certain amount of examination to establish the relevant facts before the service provider can state their position; For example, complaints for bad service provided with refund request.

Timescales for investigation. Complaints should be acknowledged within three working days. A full response should be provided within 10 working days 20 if the response will be delayed, the service user should be told and given a revised timescale for bringing the investigation to a conclusion. Where possible, complaints to be considered should be submitted in writing.

Who responds to complaints at the investigation stage?

***First stage of complaints - First point of contact***

Online course: Distance Learning Support officer - [trainforgainsacademy@gmail.com](mailto:trainforgainsacademy@gmail.com)

Face-to-Face course: Administrator officer - [trainforgainsacademy@gmail.com](mailto:trainforgainsacademy@gmail.com)

***Second stage of complaints – whenever client wishes to take the complaint further***

Administration Team Leader - [trainforgainsacademy@gmail.com](mailto:trainforgainsacademy@gmail.com)

***Third stage of complaints – whenever client wishes to take the complaint further***

Senior Management - [trainforgainsacademy@gmail.com](mailto:trainforgainsacademy@gmail.com)

Recording complaints

Complaints log-in Google Sheet must be filled accordingly

Confidentiality

Only those directly involved in the investigation would normally be aware of any of the details of

your complaint. However, a record is kept of all complaints, with information being passed on to

relevant key managers to help us continually improve our performance and service.