

## Complaints Policy

### Purpose

The purpose of this policy is to provide clear guidance regarding the complaints process and associated procedures.

Alchemist Consultants is committed to ensuring that all stakeholders are aware of the complaints procedure and have access to a responsive procedure system and to deal with complaints in a fair and equitable way, within a given timescale.

### Scope

The complaints policy is applicable to all learners, stakeholders, employers and Alchemist Consultants staff.

### Structure

- The Managing Director has overall responsibility for the policy and procedure; including the recording of all complaints and outcomes.
- All stakeholders, learners and staff are made aware of the policy and procedure via SLA's, meetings, induction and Alchemist Consultants web site.
- All complaints will be discussed at management meetings.

### Key Process

Face to face, Alchemist Consultants representative will try and resolve the issue and should make a record of the complaint and the current outcome then pass the details onto the Operations/Quality manager. If the complaint remains unresolved, the issue should be passed to the Managing Director and ask the person making the complaint to put this in writing using the company's complaints procedure form within 14 days of the complaint.

By phone or email, the person taking the initial complaint should record the complaint on an enquiry form and ask the person making the complaint to put this in writing within the next 14 days, using the company's complaints procedure form. The Alchemist Consultants representative should respond sympathetically and explain that the Company will investigate the complaint as soon as possible. The complaint should then be passed to the Managing Director. If deemed necessary, on receipt of the complaint the Managing Director will write an initial letter to the complainant, acknowledging receipt, advising of investigation and time scales for full response. If, however, the Managing Director has the necessary information, a full reply may be made.

## **Formal Complaints Procedure**

- Informal Discussion with a representative of Alchemist Consultants
- It is always useful to talk through your complaint with the person responsible, either by telephone or face to face. Alchemist Consultants may request that you make an appointment, as this will ensure we can listen to your concerns fully and allocate an appropriate amount of time.

### **Course of action where an amicable solution has not been reached during an informal discussion**

- You will be asked to confirm the complaint in writing to the Managing Director of Alchemist Consultants which will be acknowledged in writing within 10 working days of receipt of the complaint.
- The Managing Director will then investigate the complaint and contact you when it has been investigated with a solution to the complaint.

## **Conclusion**

When all reasonable actions have been taken to arrive at the facts of the complaint, the Managing Director will send a written reply to the complainant, explaining the facts that have been established and the action, if any Alchemist Consultants intend to take. Where a complaint is substantiated, Alchemist Consultants will take action to avoid a re-occurrence and communicate to all staff. These actions will be audited and reviewed at a reasonable interval to ensure effective continuous improvement

### **Course of action where a solution has not been reached between the complainant and Alchemist Consultants.**

- The next step would be to make a formal complaint to the relevant governing body, depending on the nature of the complaint.
- You should contact the governing body by letter and you may wish to send him or her a copy of your original letter as well as giving a reason why you are dissatisfied with the service provided by Alchemist Consultants.

## **Conclusion**

Alchemist Consultants will readily work with all governing bodies to support the investigation of the complaint and present all information and evidence gathered during their own analysis. Where a complaint is substantiated, Alchemist Consultants will take action to avoid a re-occurrence and communicate to all staff. These actions will be audited and reviewed at a reasonable interval to ensure effective continuous improvement