



		<b>POLICY</b>
<b>Title:</b>	<b>COMPLAINTS AND GRIEVANCE POLICY</b>	
<b>Users:</b>	<b>All customers, stakeholders and TenDean staff</b>	

### **Definition of a complaint**

A complaint is a verbal or written expression of dissatisfaction received from a learner, customer, employer or other stakeholder as detailed below.

### **Policy Statement**

Customers have a right to complain about any of the company's activities or the actions of its employees. The company recognises four main groups of external stakeholders:

- learners following apprenticeship programmes;
- learners participating in training programmes;
- NVQ candidates;
- purchasers of the company's services.

Every effort will be made to resolve all complaints without the need for escalation, but four progressive stages will be available as shown in the implementation section. The person responsible for handling the complaint at each stage will take the necessary steps to establish the grounds for the complaint, gather other information necessary to consider the complaint, arrive at a considered decision and respond to the complaining person within a specified period.

The Company also recognises that from time to time employees may wish to raise issues relating to their employment or matters that are causing personal concern. It is the Company's policy to encourage free communication between employees and their managers to ensure that any question, problem or issue arising during the course of employment can be resolved quickly. This will be done in line with the minimum statutory grievance procedure, which can be used during and for up to three months after termination of employment.

### **Implementation**

The TenDean Director ensures effective implementation of the complaints and grievance policy by:

- formulating policy;
- establishing framework for local implementation by Management responsibility area;
- allocating responsibilities for local implementation to individual members of the Management Team;
- ensuring the recording and monitoring of complaints.

Members of the Senior Leadership Team may set procedures for dealing with customer complaints in their own area of responsibility to reflect local conditions, but all procedures must include:

- instructions for four stages of escalation, from raising the complaint with the immediate supervisor/trainer/assessor through referring it to the responsible manager to raising it with the TenDean Director and finally referring it to the appropriate regulatory body;
- specified response times for each stage;
- how information about the complaints policy and local procedure will be provided to the people who are entitled to complain;
- how the complaint will be reported and recorded.

All complaints and grievances will be recorded on the TenDean database and reviewed by the Quality Assurance Manager who will ensure that any preventable causes of complaints are addressed as necessary.

### **Procedure for raising a complaint.**



## **1 Informal Resolution of complaint**

It is the intention that complaints can be resolved informally where possible by speaking to either the person directly involved, the trainer or assessor or the manager of the area.

## **2 Formal Resolution of the complaint.**

### **Stage 1**

If the complaint has not been resolved informally then the person concerned can decide to make a formal complaint. Complaint forms can be requested from [info.tendean@gmail.com](mailto:info.tendean@gmail.com). The form should be completed as fully as possible and it is especially important that details of the desired outcome are included and e mailed back to the Quality Manager. The complaint will be acknowledged within 3 working days. The complaint will receive a written response within 15 working days.

### **Stage 2**

If you are not satisfied with the outcome of stage 1 you should write to the Quality Manager within 5 working days to request that the complaint is moved to Stage 2 explaining why the decision is not satisfactory. The complaint will be reviewed by the TenDean Director and a written response will be received within 15 working days.

If the person raising the complaint is not satisfied after stage 2 then they are able to escalate the complaint to the relevant awarding body or to the Education and Skills Funding agency depending on the nature of the complaint.

## **Confidentiality and Safeguarding**

All complaints will be treated with due sensitivity and confidentiality, without undue fear of reprisal or repercussion. We will work to instil a culture through which learners and employers feel confident to make a complaint where they have any perceived grievance.

The Senior Leadership Team will give due consideration to any aspects of confidentiality and sensitivity associated with any complaint in determining how any investigation will be conducted, with the wellbeing and safeguarding of learners always being paramount. Where the complaint relates in any way to a safeguarding issue, our Lead Safeguarding Officer will be consulted in terms of the most appropriate way to proceed. Where appropriate / necessary, the complainant's anonymity will be reasonably protected.

Any personal and/or sensitive data which may be requested/obtained in the course of any investigation will be securely stored and processed in strict accordance with the provisions of the General Data Protection Regulation 2016/67. Any data held or processed will only be used for the purpose of dealing with complaints and for monitoring and will be deleted/destroyed once the complaint is resolved. Only staff directly involved with the complaint / investigation / resolution will be given access to such data. Learners and employers may request a copy of our Data Security Policy if they have any questions or reservations about how their data may be handled.

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David Tabernacle

Director

*david.tabernacle*