Complaints Policy and Procedure

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owner: Office manager

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# **Policy Summary**

We are committed to providing a high-quality service to all our Learners, Apprentices and Employers. We welcome feedback from our customers and complaints are a valuable source of information to help us to:

* Learn and improve the standards and services we deliver.
* Put things right when they have gone wrong.

We are committed to resolving issues in a fair, timely and efficient manner. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and our customer satisfaction.

The objective of this complaints policy and procedure is to:

* Ensure our customers know how to make a complaint and how the complaint will be managed.
* Ensure that complaints are dealt with consistently, fairly and within clear time-frames.
* Provide our customers with an effective method to complain.
* Ensure our complaints are reviewed and monitored to improve our services.

SRSCC will ensure that:

* All complaints are treated confidentially where possible.
* We listen carefully and objectively to each complaint.
* All complaints are recorded accurately and stored in accordance with Data Protection Act
* All complaints are investigating fully, objectively and within the stated time-frame.
* Any actions implemented to avoid further re-occurrence are communicated to complainant.
* Report statistics to Management Hierarchy on an annual basis including numbers, outcomes and action taken.

This policy and procedure related only to the services offered by SRSCC.

# **Aims and Objectives**

To provide real benefits from the complaint’s procedure, it is essential that all complaints received are monitored, reviewed, and analysed. This will help to ensure that:

* Action can be taken to prevent the recurrence of the problem, through changes to policies, procedures and practices.
* Information can be fed into the planning process and will influence future resource allocation and service provision.
* Performance can be reviewed by SRSCC management and by governors.
* Provide a better service for learner/customers.

This policy will be reviewed bi-annually and the Responsible Manager will present an annual report on the policy progress, objectives and trends to the SLT and Governing Board.

# **Commitment**

At SRSCC, we are dedicated to upholding the highest standards of quality and ensuring the effective implementation of the following policy:

We commit ourselves to the principles, goals, and objectives set forth in this policy, and we will actively work towards its successful implementation. As an organisation, we recognise the importance of aligning our actions with the policy's provisions to achieve the desired outcomes. Our commitment includes:

* Compliance: We will diligently adhere to all the guidelines, procedures, and regulations outlined in the policy. We will ensure that our actions are consistent with the intended spirit and objectives of the policy.
* Responsibility: We acknowledge our roles and responsibilities in implementing the policy. Each member of our organisation will be aware of their specific duties and contribute to the successful execution of the policy.
* Resources: We will allocate the necessary resources, to support the implementation of the policy. We understand that adequate resources are essential for its effective execution.
* Timelines: We will establish clear timelines and milestones to ensure timely progress towards the policy's objectives. We will regularly review and assess our progress to stay on track and make adjustments as needed.
* Reporting and Monitoring: We will establish robust reporting and monitoring mechanisms to track our performance and measure the outcomes of the policy. We will provide timely and accurate reports to relevant regulatory bodies and internal teams as required.
* Continuous Improvement: We are committed to continuously improving our processes, systems, and practices to enhance the effectiveness of the policy's implementation. We will actively seek feedback, identify areas for improvement, and implement necessary changes to achieve better results.
* Training and Awareness: We will invest in training programmes and initiatives to ensure that all our staff members are aware of the policy, its objectives, and their individual responsibilities. We will foster a culture of awareness and understanding to promote policy adherence throughout the organisation.

We recognise that upholding the quality and successful implementation of this policy requires the collective effort and commitment of every individual within our organisation. By adhering to this commitment statement, we aim to create a culture of excellence, accountability, and continuous improvement.

# **Terms of Reference**

SRSCC – SR Supply Chain Consultants

SLT – Senior Leadership Team

# **Responsibilities**

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| **Responsibilities** | **Details** |
| *Governors* | Monitor the effectiveness of the complaint handling process and its outcomes. |
| *Senior Leadership Team* | Develop and implement the complaint policy and procedure. |
| *SRSCC Managers* | Implement and enforce the complaint policy within their respective departments. |
| *SRSCC Employees* | Follow the complaint policy and procedure when a complaint is raised within their department or area. |
| *Apprenticeship Leads* | Ensure that complaints related to the apprenticeship program are thoroughly investigated and resolved. |
| *Employer Line Managers* | Address complaints from their apprentices or employees in accordance with the organisation's policy. |
| *Apprentices* | Use the policy to raise concerns or complaints related to their education or apprenticeship. |
| *Commercial Learners* | Understand the complaint policy and their right to use it. |
| *External Stakeholders* | Be aware of the organisation's complaint policy and procedure. |

# **Process Overview**

## **What is a complaint?**

A complaint is an expression of dissatisfaction by an individual whether justified or not. Usually, a statement that something is unsatisfactory or unacceptable.

Our Employers, Learners or Apprentices may make a complaint if they feel SRSCC has:

* Failed to provide a service.
* Failed to provide an acceptable service.
* Made error in the service that was provided.
* Acted in an inappropriate way.
* Provided an unfair service.

## **How to raise a complaint**

There are two types of complaint: formal and informal.

**Informal complaints** should be resolved quickly and informally. All complaints should be logged by a member of staff and passed to Customer Support Coordinator.

Where complaints cannot be resolved straightaway, or where a person is still dissatisfied following an informal complaint, these will be formally investigated through SRSCC’s complaints procedure and a response made in writing. If they continue to be dissatisfied following the Formal procedure, an appeal for further independent investigation will be considered and, when appropriate, will be conducted by a member of the SLT.

**Formal Complaints** should be made in writing and will be formally investigated in the following instances:

* When an informal complaint cannot be resolved
* As a result of continued dissatisfaction after informal procedure investigations
* All written complaints

If you have a complaint, please contact Customer Support Team with the details by email [Customerservice@srscc.co.uk](mailto:Customerservice@srscc.co.uk) or in writing to:

SR Supply Chain Consultants Ltd

Parkside House, 190-192 Wigan Road

Euxton, Chorley

Lancashire

PR7 6JW

## **Expected time for complaint to be resolved**

SRSCC aim to resolve a complaint within eight weeks. If we have not resolved it within this time you may complain to our regulating body CIPS, OFSTED, ESFA.

## **What happens when you raise a formal complaint?**

1. A member of our customer service team will contact you by telephone to acknowledge receipt of your complaint.
2. Should we be unable to reach you by telephone, a follow-up email will be sent outlining the topics discussed and any subsequent actions to be undertaken.
3. Our customer service team will conduct a thorough investigation of your complaint.
4. You will be invited to a meeting to discuss and resolve your complaint.
5. Following this meeting, an email summarising the meeting's notes, actions, and outcomes will be sent to you within three working days. Please be advise for any additional items raised after this point, the steps and timescale restart unless a new complaint is created for each new item.
6. If you are unable to attend the meeting, an email will be sent to you detailing the issues raised, along with any suggested actions for resolution.
7. Should you remain dissatisfied with our services and the proposed solutions after these steps:
8. Please email our customer service team with detailed information.
9. Our Customer Service Manager will contact you by telephone to arrange a follow-up meeting to address your complaint.
10. Following this meeting, our Customer Success Manager will send you an email outlining the outcomes and agreed solutions.

If you are still not satisfied, you can then contact:

Education Skills Funding Agency

0370 267 0001

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Contact Ofsted about concerns

CIE@ofsted.gov.uk

0300 123 4666

<https://www.gov.uk/government/organisations/ofsted>

The Chartered Institute of Procurement & Supply

Easton House

Easton on the Hill

Stamford

Lincolnshire

PE9 3NZ

Tel: 01780 756777

<https://www.cips.org>

## **Complaints Upheld**

When a complaint has been upheld, the response must be in writing and must contain the following standard information:

* A brief explanation of why the situation arose.
* A full apology
* Brief details of the corrective action to be taken, and the time limits within which it will be completed.
* Details of who to contact if the complainant is dissatisfied with the response and wish to appeal against it (if appropriate)
* Where a complaint has revealed a fault in the internal systems/procedures of SRSCC, then these will be examined to help ensure that similar complaints do not recur.
* Where appropriate the complainant will be informed of any changes made as a result of their complaint.

## **Dispute Resolution Procedure**

Either Party may give to the other written notice (a **Dispute Notice**), setting out the nature and particulars of the disputed matter (the **Dispute**) together with relevant supporting documents. On service of a Dispute Notice, CUSTOMER Representative and SRSCC Representatives (together the **Representatives**) shall attempt in good faith to resolve the dispute. If the Representatives are unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the CEO of CUSTOMER (or equivalent or senior representative) and CEO of SRSCC (together ‘the chief executive officers’) who shall attempt in good faith to resolve it.

If the chief executive officers are unable to resolve the Dispute within 30 days of it being referred to them, the Parties shall attempt to settle the Dispute by mediation in accordance with the Centre for Effective Dispute Resolution (**CEDR**) Model Mediation Procedure. Unless otherwise agreed between the Parties, the mediator shall be nominated by CEDR. The following process shall be followed: to initiate the mediation, a Party shall serve notice in writing (an **ADR Notice**) to the other Party to the Dispute, requesting a mediation; a copy of the ADR Notice should be sent to CEDR; and the mediation will start not later than 30 days after the date of the ADR Notice. If the Dispute is not resolved within 90 days after service of the ADR Notice, or either Party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the Dispute shall be finally resolved by the courts of England. The commencement of mediation shall not prevent the Parties commencing or continuing court proceedings in relation to the Dispute at any time.

## **Accountability**

SRSCC is responsible to the Governing Board for ensuring that the Complaints Policy and Procedure is adhered to and achieving its objectives. The designated manager (Central Services and Admin Manager) is responsible for the monitoring and review of this policy and objectives plus the production of the annual report which is presented to the Governors.

## **Monitoring**

At SRSCC, we understand the importance of monitoring and reviewing our policies to ensure their effectiveness and relevance. We are committed to conducting regular assessments and making necessary adjustments to achieve the desired outcomes. This Monitoring and Review Statement outlines our approach to monitoring and reviewing the Complaints Policy and Procedure.

We will establish a comprehensive monitoring framework to track the implementation of the policy. This will involve regular data collection, analysis, and evaluation of key performance indicators (KPIs) related to the policy's objectives. The monitoring process will include:

* Data Collection: We will gather relevant data and information to assess the progress, impact, and compliance related to the policy.
* Analysis: We will analyse the collected data to identify trends, strengths, weaknesses, and areas for improvement. We will use this analysis to inform decision-making and guide policy adjustments, if necessary.
* Evaluation: We will evaluate the impact and effectiveness of the policy by comparing the achieved results against the desired intent and implementation.

# **Document Update**

This section outlines any fundamental updates to this policy.

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| **Date of Update** | **Update** | **Person Responsible** | **Impact** |
| 20.03.24 | Change of email address for complaints |  |  |
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