

## TRAINING CUSTOMER COMPLAINTS, FEEDBACK POLICY

Version 1  
1<sup>st</sup> November 2022

### 1. PURPOSE

Describes the procedure for recording and dealing with customer complaints in relation to training and assessment and the monitoring of trends and costs of complaints.

### 2. SCOPE

This procedure applies to all customer feedback in relation to training and assessment.

### 3. PROCEDURE

#### **If you are the recipient of a complaint as feedback**

1. All complaints are to be treated with confidentiality.
2. Capture the feedback from the customer, including all details such as name, telephone number, nature of feedback etc.
3. If this is a complaint, confirm with the complainant that the complaint will be looked into. If you are able to offer an immediate solution, please do so and forward the details of the solution to the Compliance Manager for updating the log.
4. Forward all details to the invigilator and or Compliance Manager/ Head of Training who will record the complaint.
5. The Invigilator shall update the feedback log for all feedback received and follow up with the Head of Training for a solution where required.
6. Learner welfare complaints and compliments received will be directly recorded on the Training feedback log and will be followed up with the **Head of Skills and Training** for a solution where required.
7. All compliments and other comments shall be passed on to the relevant person with the Compliance Manager copied in. A response in acknowledgement should be made.
8. If you are logging a complaint
9. Record the complaint, compliment, or comment on Training Feedback Log.
10. If not already received, forward the details of any complaint to the appropriate person to deal with. A response should be made to acknowledge the complaint immediately and at the latest within 2 working days.

11. Forward compliments to the appropriate person if not already done and acknowledge to the sender.
12. Follow up for a resolution within 10 days of any complaints received.
13. The **Head of Skills and Training** will produce a quarterly data and analysis on trends.
14. The **Head of Skills and Training** will escalate a complaint to the appropriate Manager if it is significantly serious to do so and if the timescale goes over 10 days. In some cases, this will be the Managing Director.
15. Recorded complaints will be investigated fully. Those asked to investigate a complaint will be managers or above. This action may be delegated to someone with the relevant knowledge (i.e. senior instructor/ Compliance Manager) however the Head of Skills and Training remains responsible.

### **If you have been asked to investigate and respond to a complaint**

15. Recorded complaints will be investigated fully. Those asked to investigate a complaint will be managers or above. This action may be delegated to someone with the relevant knowledge (i.e. senior instructor/ operations manager) however the Head of Skills and Training remains responsible.
16. Refer the customer to the relevant awarding organisation's complaints and appeals policy if relevant.
17. Provide an update of progress of a complaint to the complainant no later than 10 days after receiving the complaint.
18. Establish the final outcome of the complaint and respond to the complainant, along with any offer of reimbursement.
19. Any correspondence, whether internally or externally regarding the complaint, must be saved on the Activ System and G-Drive. Confidentiality must be maintained.
20. Ongoing corrective action should be considered and where measures are put in place, this should be forwarded also for recording purposes

### **10. Implementation and Review**

This Procedure is effective from 1<sup>st</sup> November 2022 and will be reviewed in line with CITB updates and requirements. Overall implementation of this process lies with Aaron Davis (Head of Skills and Training).

### **Signed:**

A.Davis, Head of Skills and Training, 1.11.22

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