

COMPLAINTS POLICY

Complaints and suggestions allow any dissatisfaction with the quality of service provided by Rapid Results Training to be brought to the attention of the Director. All complaints will be taken seriously; fully investigated; handled quickly, sympathetically and confidentially; and lead to improvements.

Written records must be kept of all formal or informal complaints received. Records must document whether they are resolved at the preliminary stage or proceed to a panel hearing.

Definitions

COMPLAINT: A complaint is a statement of dissatisfaction relating to the individual, the care they are receiving or any other aspect of service delivery.

Informal complaints arise when a verbal concern is made. They can often be addressed and resolved immediately, and if so, do not require investigation or a formal written response.

Formal complaints cannot be resolved 'on the spot'. They are written, and require a written response and investigation. Some verbal concerns will be classed as 'formal complaints' due to the seriousness of their nature or possibly because the complainant may be unable to produce a written complaint or the complaint is made by telephone.

Procedure

All complaints will be recorded in a register maintained for this purpose indicating whether they were resolved at the preliminary stage or proceeded further.

Informal Complaints

Expressions of dissatisfaction can be about policies, procedures, practices, a misunderstanding, an unreasonable expectation, staff behaviour or quality of services. Concerns or enquiries received regarding Safeguarding are excluded from this definition. They can be made either internally or externally.

When an informal complaint is raised it will be dealt with appropriately and effectively. All complaints will be recorded, passed on to the Director and filed in the learner's individual file.

The tutor/assessor may be able to resolve the problem straight away. If the person raising the informal complaint is happy with the answer given, the concern will be considered satisfactorily concluded. It will be recorded and passed to the Director.

If the complainant is unhappy with the outcome of their informal complaint they should make a formal complaint to the Director. If the complainant prefers not to put it in writing themselves, it can be done on their behalf. Once read and agreed, it should be signed.

Formal Complaints

Formal complaints will be dealt with appropriately and effectively, considering severity, timeframe and any immediate action required.

All employees of Rapid Results Training are potentially recipients of complaints and upon receipt an employee will inform the Director and ask him to investigate. Formal complaints will be acknowledged within three working days of receipt. They will be investigated, and a written response given within ten working days. The written response will address the issues raised in the complaint, and provide information about what action, if any, will be taken. All records relating to the complaint, including copies of all correspondence, statements etc. will be stored in a confidential file maintained by the Director and where the complaint is directly associated with a learner, in their confidential file. No person who is the subject of a formal complaint may take any responsibility for consideration of a response to that complaint. No person will suffer any form of harassment or reprisal for making a complaint. Any complaint which concerns safeguarding issues will be referred immediately to the Director who is the Designated Safeguarding Coordinator. Where it is considered that the 'ten day response' target is unlikely to be met, then a more realistic assessment will be made, and the complainant informed.

Appeals

It is hoped that the complaint is resolved satisfactorily. However if the complainant is not satisfied they have the right to a hearing before an appeals panel. The panel will consist of at least three people who have not been directly involved in matters detailed in the complaint. One panel member will be independent of Rapid Results Training. The panel will consider appeals and formally respond within 28 days. The complainant and person complained about will be given a copy of any findings and recommendations.

Disciplinary Action

Rapid Results Training has a number of employment policies in place, which are designed to deal with allegations of abuse, discrimination etc. If during any investigation into a complaint made by a learner it becomes apparent that some form of disciplinary action is to be taken against an employee, then it will do so in accordance with the most appropriate and relevant policy.

Confidentiality of Records

All correspondence, statements, and records of complaints are to be kept confidential.