|  |
| --- |
|  |
|  |
| Procedure |
|  |
| Compliments and Complaints |
|  |
| **Issue :** 1.2 |
| **Date :** 16/01/2019 |
|  |
|  |
| **GK Apprenticeships Ltd****Unit 1****The Old Dairy****Lower Fyfield****Marlborough****Wiltshire****SN8 1PY** | **Tel : +44 (0) 1672 861073** |

Amendment History

|  |  |  |  |
| --- | --- | --- | --- |
| Issue | Date | Author | Description of Change |
| 1.01.11.2 | 24/08/1724/11/1716/01/2019 | J MitchellG RichardsonJ Mitchell | First IssueRebranded from PDS to GKAChange of responsibility |
|  |  |  |  |

Content

1 Introduction 5

1.1 Purpose 5

1.2 Scope 5

1.3 Review 5

1.4 Definitions 5

1.5 Supporting Documents 5

1.6 Stakeholders 6

2 Compliments 7

3 Complaints 8

3.1 Overview 8

3.2 How you can complain 8

3.3 How are complaints dealt with 8

3.4 Outcomes of the investigation 8

3.4.1 Upheld . 9

3.4.2 Partially upheld . 9

3.4.3 Not upheld 9

3.5 Appeal 9

3.6 Monitoring and Review 9

APPENDIX A - Compliments and complaints form 10

Tables

Table 1 – Stakeholders 3

# Introduction

GKA is committed to listen and respond to the views of all its stakeholders. We welcome feedback both positive and constructively critical. It is important for us to know when we get things right, and when we need to improve. All programmes and services at GKA are reviewed regularly and stakeholder feedback helps us to prepare and, when necessary, redesign or change the provision that we offer. We want to hear from stakeholders if they feel we have done something well or alternatively if they think we have not.

## Purpose

This procedure is designed to provide guidance to any learner or employer who is dissatisfied with any aspect of GKA, or have positive suggestions/comments.

## Scope

The compliments and complaints procedure is for learners, employers or any stakeholders who have a concern with regard to the services provided by GKA and its employees.

## Review

The document will be reviewed annually from the date of first issue.

## Definitions

Procedure A **Procedure** is more detailed than a process, but less detailed than a work instruction. It tells how a series of sequential tasks should be performed to achieve a specific outcome. You are probably dealing with a procedure when the task has ten separate actions or three or more small tasks, the steps get two or more levels deep (steps and sub steps), the job involves more than one person or department, and the task is completed from start to finish in one continuous time frame (no significant delays between steps).

## Supporting Documents

Complaints Form (Appendix A)

## Stakeholders

The people mentioned in Table 1 are process stakeholders. Stakeholders are responsible for ensuring that their respective teams buy into the process.

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** |  |
| Gordon Richardson | Head of Education & Quality | Document Owner |
| Jenny Harman | Director of Education & Talent | Business Sponsor |
|  |  |  |

Table 1 – Stakeholders

# Compliments

If you wish to formally compliment GKA on any aspect of its product or service including that received by individual members of staff please contact;

**Jenny Harman – Director of Education & Talent**

**T** +44 (0) 1672 861 073 | **M** +44 (0) 7976 564237 | **E** jenny.harman@gkapprenticehips.com

**Jim Green - Education Manager**

**T** +44 (0) 1672 861 073 | **M** +44 (0) 7715 205910 | **E** jim.green@gkapprenticehips.com

**Paul Freeman** **– Director of Education & Talent**

**M** +44 (0) 7880 032732| **E** paul.freeman@gkapprenticeships.com

Feedback can also be provide via the Learner and Employer questionnaires, Forums and Learner Representatives.

# Complaints

## Overview

In dealing with complaints we aim to respond quickly and positively and to reach a satisfactory outcome for all concerned. GKA aims to keep the complainant informed of its progress in dealing with the complaint and the personnel involved.

This procedure can be used by anyone using the services of GKA.

Complaints against assessment decisions however, should be made through the Appeals Procedure.

## How you can complain

* Where the complaint is in respect of the Programme, Programme Manager, Centre Manager or Business Support Manager a Complaints Form should be completed and send it via email or recorded postal delivery to Jenny Harman, Director of Education & Talent.

**E** jenny.harman@gkapprenticeships.com

**A** 1 The Old Dairy, Lower Fyfield, Marlborough, Wiltshire, SN8 1PY

* Where the complaint is in respect of a member of the delivery team (Development Coach/IQA) the Complaints Form should be sent via email or recorded postal delivery to Jim Green, Education Manager.

**E** jim.green@gkapprenticeships.com

**A** 1 The Old Dairy, Lower Fyfield, Marlborough, Wiltshire, SN8 1PY

* Where the complaint is in respect of recruitment the Complaints Form should be sent via email or recorded postal delivery to Kirsty Wood, Business Support Manager

**E** kirsty.wood@gkapprenticeships.com

**A** 1 The Old Dairy, Lower Fyfield, Marlborough, Wiltshire, SN8 1PY

## How are complaints dealt with

All complaints will be considered fairly. No one who invokes the procedure will be discriminated against for having done so. Complainants may be offered support to make their complaint. For all complaints, the privacy and confidentiality of the complaint will be respected. If a disclosure is necessary to progress the complaint the complainant will be notified in advance.

An initial response to the complaint should be received within 10 working days of receipt. The manager receiving the complaint will be responsible for investigating the complaint, or appointing an investigating manager.

## Outcomes of the investigation

The complainant will be notified in writing of the outcome as soon as possible, but within 10 working days from the date of receipt unless there is a clear reason for extending the timescale. In which case the complainant will be notified.

On completion of the investigation the complaint will be classified in one of three ways:

### Upheld - the complaint was fully justified and will result in corrective action being taken e.g. an amendment of service/procedure, staff training, improved communication.

### Partially upheld – certain aspects of the complaint were considered justified and will result in follow up action.

### Not upheld - the complaint was not justified

## Appeal

If the person is not satisfied with the decision taken in respect of their complaint, they should appeal by letter or email within 10 working days of receipt of the letter or email. Details of further evidence or documents a person wishes to support the review of the initial decision should be included. Arrangements will be made for an investigation with the relevant Senior Manager/Director within 15 working days. The outcome of this review will be recorded and copied to all relevant parties. Where the decision is not upheld reasons will be given, as to why this was the case. Where a decision is upheld a statement putting the remedial action and timescale for implementation provided.

## Monitoring and Review

The Head of Education and Quality will be responsible for analysing statistical information relating to compliments and complaints for trend information to ensure we identify areas of strength and areas for development and take appropriate action.

##### Compliments and complaints form

|  |  |
| --- | --- |
| **Name:** | **Registration Number:** |
| **Address:**  | **Tel No:** **Mobile:****Fax No:****E-Mail:** |
| **LEARNER** [ ]  **EMPLOYER** [ ]  **OTHER**  [ ]  | If ‘other’ please explain  |

|  |
| --- |
| **Details of compliment or complaint: (Please give specific details of the Compliment or Complaint, the Staff member, dates and times as applicable. Please be as specific as is possible about the nature of your compliment or complaint)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Received By:** | **Date:** | **Logged By:** | **Date actioned:** |
| **Action taken:**  |
| **Appeal actioned by:** | **Date reply or findings sent:** |