



Apprenticeships

Complaints, Compliments & Comments Policy



Complaints, Compliments & Comments Policy

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1. Introduction

- 1.1 Ashorne Hill is committed to providing high quality services and provision for all its customers, service users and stakeholders. It strives to improve its services and provision by listening and responding to the views of its stakeholders, including: participants, employers, employees, visitors, contractors and neighbours.
- 1.2 The Complaints, Compliments and Comments Policy supports formal complaints, positive feedback and informal concerns and views.
- 1.3 The policy aims to ensure that making a Comment, Compliment or Complaint is as easy as possible and that responses are timely and appropriate.

2. Definitions

- 2.1 Customer - a customer is a person who receives services through the Ashorne Hill Apprenticeship provision.
- 2.2 Stakeholder - stakeholders are groups or individuals that are affected by and/or have an interest in the operations and objectives of the Apprenticeship provision.
- 2.3 A Complaint is a clear expression of dissatisfaction.
- 2.4 A Compliment is an expression of satisfaction.
- 2.5 A Comment is an informal concern or view.

3. Rationale

- 3.1 Ashorne Hill recognises the importance of clear communication and feedback processes. Successful outcomes and experiences are more likely to be achieved for all participants, stakeholders and those who come into contact with Ashorne Hill, when the organisation and its community work together in a positive and constructive manner.

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4. Guiding Principles

Ashorne Hill:

- 4.1 Recognises the need to provide a high-quality service that is responsive to views from all its customers.
- 4.2 Is committed to making it as easy as possible for customers, stakeholders and other service users to provide feedback and to using that feedback to improve Apprenticeship provision and services;
- 4.3 Is committed to ensuring that through the implementation of this policy that:
 - Complaints are dealt with speedily, effectively and fairly and that where relevant, lessons are learnt from them;
 - Compliments are shared and celebrated and used to inform good practice throughout the organisation;
 - Comments are considered and where appropriate acted upon;
- 4.4 Aims to resolve a complaint and leave complainants feeling that it was handled fairly and appropriately and that;
 - The tone of the organisation's contact will be open, responsive and avoid unnecessary formality;
 - Written correspondence will use plain English, and will be backed up with positive action.
- 4.5 Is committed to treating all our customers fairly and will take Equality and Diversity into account in a positive way;
- 4.6 Will ensure, wherever possible, that individual needs are taken into account and that any reasonable adjustments are made as required.

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5. Implementation, Monitoring and Review

- 5.1 The Apprenticeship Manager will ensure that procedures are in place to provide effective management of customer feedback.
- 5.2 Information on Complaints, Compliments and Comments processes (Appendix 1) will be available:
- at all Ashorne Hill Customer areas;
 - on the Ashorne Hill website;
 - in Ashorne Hill publications.
- 5.3 Principles of the Policy will be embedded through:
- awareness raising across the organisation;
 - focused training for relevant employees.

6. Guidance and Process

- 6.1 Complaints, Compliments and Comments will be acknowledged, logged and progressed by the Apprenticeship Safeguarding & Administration Coordinator (ASAC) within 2 working days.
- 6.2 Compliments will be:
- Forwarded to the Apprenticeship Manager (or the designated nominee responsible for the area that the Compliment relates to) within 2 working days;
 - Reviewed by the Apprenticeship Manager (or designated nominee) to identify possible PR opportunities.
 - Closed.
- 6.3 Comments will be:
- Acknowledged and logged by the ASAC within 2 working days of receipt;
 - Forwarded to the Apprenticeship Manager (or their designated nominee responsible for the area that the comment relates to) who will carry out an investigation. They will contact the customer/stakeholder within 5 working days of receipt and send a copy of the response to the Apprenticeship Manager and the ASAC;
 - Logged by the ASAC for any concerns raised and only escalated to a complaint if the customer identifies at the outset that they wish to make a formal complaint, or if the issues identified cannot be resolved within 10 working days;
 - Closed if a satisfactory outcome has been achieved.

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- 6.4 If unresolved after 5 working days comments will be;
- Forwarded to the Business Management Team (BMT);
 - Sent again to the appropriate investigator who will contact the customer/stakeholder within 5 working days of receipt and send a copy of the response to the Apprenticeship Manager;
 - Closed if a satisfactory outcome has been achieved within 10 working days;
- 6.5 If comments remain unresolved after 10 working days they will be;
- Escalated to a Complaint and dealt with under the Complaints procedure.
- 6.6 Complaints will be:
- Acknowledged and logged by the ASAC within 2 working days of receipt;
 - Forwarded to the Apprenticeship Manager (or their designated nominee responsible for the area that the complaint relates to) who will carry out an investigation. They will contact the customer/stakeholder within 5 working days of receipt and send a copy of the response to the Apprenticeship Manager and the ASAC;
 - Checked for resolution by the Apprenticeship Manager within 2 working days of response to ensure the customer/stakeholder is satisfied with the outcome;
 - Closed if a satisfactory outcome has been achieved.
- 6.7 If unresolved after 5 working days complaints will be;
- Forwarded to the Business Management Team (BMT);
 - Sent again to the appropriate investigator who will contact the customer/stakeholder within 5 working days of receipt and send a copy of the response to the Apprenticeship Manager;
 - Closed if a satisfactory outcome has been achieved within 10 working days;
- 6.8 If complaints remain unresolved after 10 working days they will be:
- Referred to the relevant member of the BMT;
 - Reviewed again by the appropriate member of the BMT (or their designated nominee) who will respond to the customer/stakeholder within 2 working days and send a copy of the response to the Apprenticeship Manager and the ASAC;
 - Checked for resolution by the Apprenticeship Manager within 2 working days of response to ensure the customer/stakeholder is satisfied with the outcome;
 - Closed if a satisfactory outcome has been achieved.

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- 6.9 If the Complaint remains unresolved it will be reviewed by an Executive member of the Business Management Team. A final response will be sent to the customer/stakeholder within 10 working days.

7. Equality Impact Assessment

- 7.1 This policy has been assessed for its impact on equal opportunities and has been informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities legislation.

8. Review of Policy

- 8.1 The above policy will be reviewed by the relevant parties after a period of 12 months or earlier as required.

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Appendix 1



Apprenticeships

Complaints, Compliments and Comments

Ashorne Hill is committed to providing a high-quality service to all our customers.

We are always looking to find ways to improve.

Your views are important to us, so please let us know if you think we can do things differently or better.

You can complete this form electronically to make a complaint, give a compliment or make a comment, or you can [download the paper form](#) and post or hand it to us.

If you prefer to speak to someone, please call

Jo Stott (Apprenticeship Manager) on 01926 488060

or **Clare Gibbons (Apprenticeship Safeguarding & Administration Coordinator) on 01926 488012**

Thank you.

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Apprenticeships – Complaints, Compliments and Comments Feedback Form:

Ashorne Hill is committed to providing a high-quality service to all our customers. We are always looking to find ways to improve. Your views are important to us. Please let us know if you think we can do things differently or better.

Name:	
Company:	
Job Title/Position:	
Address:	
Telephone:	
Email:	

Type of feedback (please circle): **Complaint** **Compliment** **Comment**

Your feedback

Please provide as much detail as possible, including dates and names of those involved.

Complaints only

Please state the outcome you would like to resolve your complaint.

Signature:		Date:	
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