

COMPLAINTS POLICY

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Complaints Policy

This policy summarises the procedure to be followed to process complaints received from clients regarding the quality of service delivered by The Opportunity Group:

1. Complaints may originate from learners, employers or coaches directly or indirectly. Complaints may be received either verbally or in writing.
2. Each instance of complaint must be reported/directed to the relevant Line Manager. Upon receipt of the complaint the individual will complete the appropriate sections of a Complaints Record Form for appropriate action.
3. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 7 working days.
4. Once the complaint has been resolved the employee will complete the relevant sections of the Complaints Record Form, which will then be signed off by the line manager.
5. The Client Director (Michaela Reaney) will be responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
6. Completed Complaints Record forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System and to monitor equality and diversity.

Procedure:

1. Complaint received

- 1.1 All complaints will be treated on an individual basis and, depending on how a complaint is received, will dictate the appropriate course of action.

2. Telephone complaint

2.1 Upon receipt of a telephone complaint the person dealing with the call should in the first instance pass the complaint on to the Client Director (Michaela Reaney} and in the event of them being absent the call should be passed on to the most appropriate person. If neither is available. then the person taking the call should take details of the complaint and complete the Complaint Record Form.

2.2 The complaint will be logged into the Complaints register by the Line Manager and a copy of the complaint form will be forwarded to the appropriate person.

2.3 Once the complaint has been resolved the complaint form will be completed accordingly and a final letter/ email sent to the complainant with the outcome.

3. Written complaint

3.1 Upon receipt of a written complaint. either postal or via email. the complaint will be forwarded to the Client Director (Michaela Reaney} who will contact the complainant by phone and complete the Complaints Form. In the event of the Client Director (Michaela Reaney} not being available and it is known they will not be so within the next 24 hours. the most appropriate person should then make the call and complete the Complaints form. If neither is available the person who picked up the email should take the action to call the complainant and complete the Complaints form.

4. Review

4.1 Complaints will be reviewed on a yearly basis by the Client Director (Michaela Reaney} and an analysis of complaints will be compiled.

4.2 The Client Director (Michaela Reaney) will liaise with the staff to discuss continuous improvements and identify trends. Any actions to be put into place to ensure business practices are

having a positive impact on complaints.

5. Complaints Form

The complaints form can be found on SharePoint using the following link; [Complaints form](#).

6. Awarding Organisation Appeal

Where the learner disagrees with the decision/s made during the complaints process she/he can appeal to the Awarding Organisation directly. This should be done in writing to the Awarding Organisation within 20 working days of the original complaint being raised.

If the learner decides to appeal to the Awarding Organisation they will be contacted in line with their respective Appeals Procedures. Any decisions made by the Awarding Organisation are final and cannot be pursued any further.