


Complaints Policy



Version Control

| | |
|------------------------|---|
| Title | Complaints Policy |
| Document Status | Final |
| Version Number | ITS01 |
| Date | November 2023 |
| Owner | Liam Fassam |
| Approved By | Liam Fassam |
| Review Date | November 2024 |
| Signature |  |



Inclusive Training Solutions LTD take seriously the level of service that we offer to our clients and stakeholders, and the support we give to our staff and apprentices. We are committed to providing a quality service and achieving the highest standards of over 80% satisfaction rate.

We believe that one of the best ways to improve our service is listening to what our customers and stakeholders say about us which is why we undertake customer service calls and surveys.

We define a complaint as any expression of dissatisfaction with our service which calls for a response or redress. We want to make sure that:

- Making a complaint is easy.
- We treat complaints seriously.
- We aim to deal with complaints promptly, politely, and quickly.
- We deal with complaints informally first, wherever possible.
- We respond appropriately – for example, with an explanation, or an apology where we have got things wrong, and information on any action we have taken to since make it right.

We learn from complaints and use them constructively to improve our service. The purpose of our complaint's procedure is to ensure:

- Anyone who is dissatisfied with any aspect of the Inclusive Training Solutions LTD can make a complaint.
- All complaints will be dealt with efficiently, in good time and at the appropriate level within Inclusive Training Solutions LTD.

Where possible, complaints should be dealt with quickly, at the point when they are made, without the need for going through our formal complaint's procedures.

1. How to raise a formal complaint

We aim to resolve all formal complaints within 10 working days. All complaints need to be objectively investigated.

1. Upon receiving a complaint, unless it can be dealt with immediately, a reply is to be sent to the complainant within 5 working days, acknowledging the complaint, and advising that a full reply will be made as soon as possible.
2. The Head of Quality and Managing Director must be notified of all complaints so they can be investigated.
3. If it has not possible to provide a reply to a written complaint within 10 working days, the complainant should be told when they can be expecting a response, be kept informed of progress and be given an explanation
4. Where possible, there are due grounds for complaint, the cause of the complaint will be dealt with, and further training may be required. A member of staff should be identified who can carry out any actions

5. A letter of reply to the complainant will be sent by appointed person. The reply may include one or more of the following
 - a. An explanation
 - b. An apology
 - c. Details of the corrective action that is being taken
 - d. The complainant must be given the opportunity to comment on their satisfaction, or otherwise, of the way in which their complaint has been dealt with which must be recorded on the company complaints log.

2. Appeals

If you are not happy with the complaint response outcome, you should appeal the decision to Liam Fassam – Liam.Fassam@itseducation.org.uk within 5 working days of receiving the outcome

3. Monitoring and Review Processes

This policy will be reviewed on an annual basis or when statutory guidance, to ensure that it will continue to meet the needs of the organisation and its stakeholders