

**Compliments and Complaints Policy**

**Change History**

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| **First Published:** | | 2003 | **Originally Created by:** | | SMT | |
| **Person Responsible for Policy:** | | Enable CEO | | | | |
| **Date of Review** | **Reviewed by** | **Policy changes** | | **Approved by** | | **Date of next review** |
| 19 Feb 2018 | Standards Officer | Changes to job titles to reflect new organisational restructure.  Small changes to wording and referencing | | Operations Manager | | 23 July 2018 |
| 13/09/2018 | CEO | No amendments made | | Board of Trustees | | 10/09/2019 |
| 14/05/19 | SMT | Added confidentiality statement | | CEO | | 10/09/2019 |
| 22/08/2019 | SMT | No Changes | | CEO | | 31/07/2020 |
| 21/04/2020 | SMT | NO Changes | | CEO | | 21/04/2021 |
| 29/09/2020 | BDM | Covid-19 | | SMT | | 21/09/2021 |
| 27/09/2021 | QIL | Procedures included | | SMT | | 27/09/2022 |
| 21/04/2022 | QIL | Complaint form included | | CEO | | 21/04/2023 |

**Strategic Commitment**

Enable is committed to providing high quality services to all stakeholders, whether directly or through its consortium members who are delivering on behalf of Enable.

**Purpose**

Enable welcomes feedback and will use it to monitor and evaluate its services and plan for the future.

**Policy**

**Aims and Objectives**

The key aims and objectives of the Complaints and Compliments policy are to:

* Ensure that the complaint system is known about, easily accessible to all individuals, is simple to understand and use, and that complaints are dealt within timely requirements.
* Use complaints as a positive source of feedback, in order to improve the service provided
* Use compliments as a positive source of feedback and motivation to staff for services performed well
* Improve satisfaction and confidence in Enable’s ability to listen to its stakeholders and resolve any issues with its services.
* Resolve issues within 14 days where possible

**Scope**

This policy covers all complaints made by dissatisfied Learners/Apprentices (Learners/Apprentices being those individuals who access any programmes funded by Enable and delivered through any of its consortium), and any organisation or individual who has access/makes contact directly with Enable, for any of its services.

This policy does not cover the following issues:

* Issues relating to the assessment and verification of qualifications (separate procedure)
* Service users of Enable’s members as Enable members are expected to have their own procedures in place.

**Definition**

A complaint is an expression of dissatisfaction about the provision of, or failure to provide, a service where a response or resolution is expected.

**Roles and Responsibilities**

All staff employed by Enable will have a role to play in delivering high quality of service. The Senior Management Team will always deal with complaints fairly and objectively.

All Consortium members and staff employed to deliver learning programmes should always seek to provide a high quality of service and ensure that the needs of Learners/Apprentices are met.

**Monitoring and Review of Compliments and Complaints**

Monitoring will take place on a quarterly basis by the CEO to assess:

* Number and types of complaints received
* Number of compliments received
* Performance in meeting response times
* Key areas of learning from complaints and compliments

**The Procedure**

Informal Stage

In the first instance where an individual is unhappy with a service or programme provided, any issues should aim to be resolved informally through their Trainer. It is anticipated that most complaints can be resolved through informal means. However, if the individual is not satisfied with the outcome or feels that this approach is not appropriate then a resolution should be sort through our formal procedures.

Formal Procedures

All complainants must ensure they provide a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned. This must be done in writing using the attached Complaints form and emailed to Nick Taylor, Senior Manager ([nick@enable.uk.net](mailto:nick@enable.uk.net)). They should also indicate what they would like to happen to help resolve the complaint.

Acknowledgement of receipt of the complaint by the Senior Manager will be sent within 2 working days and will be referred on to the relevant Manager to investigate within 10 working days.

If the investigation is to take longer than 10 working days, the complainant will be contacted explaining the situation and given a timescale for completion and what the outcome is so far.

Within 21 days of receiving the written complaint and after a full investigation, Enable will inform the complainant of the outcome as to whether the complaint has been accepted, partly accepted, or rejected.

Where the complaint has been accepted or partly accepted Enable will outline the actions that are to be taken to correct any issues and put matters right. Where the complaint is rejected by Enable an explanation will be given in full in writing.

If the individual is dissatisfied with the outcome of the investigations or the proposed remedial action, they can write directly to the Chair of the Board of Directors of Enable. The Chair will investigate and write to the individual, describing the outcomes of the investigation and the final decision within 28 days of notification of the complaint. If the complaint cannot be investigated within this timescale the Chair will inform the individual in writing stating when the investigation will be completed.

Enable will maintain confidentiality at all times and will only disclose information to others as is necessary to complete any investigation. Any summary reports prepared for internal monitoring will not bear the names of organisations or individuals.

In conjunction to this Complaints Procedure all Learners/Apprentices undertaking accredited qualifications are at liberty to raise issues and concerns as outlined by the various Awarding Bodies. This procedure will have been outlined by the training provider to each Learner/Apprentice upon registration for their programme of learning.

**Confidentiality**

Any complaint will be dealt with in confidence, without undue fear of reprisal or repercussion. Hard copy documentation will be stored in a locked cabinet with restricted access, following Enable’s procedure and in strict accordance with the provisions of the General Data Protection Regulation 2021. Any data held or processed will only be used for the purpose of dealing with complaints and for monitoring and will be deleted/destroyed once the complaint is resolved. Only staff directly involved with the complaint / investigation / resolution will be given access to such data. Learners/Apprentices and employers may request a copy of our Data Security Policy if they have any questions or reservations about how their data may be handled.

This Policy will be reviewed annually.

All complaints and compliments will be reviewed annually by the Chief Executive along with other staff as appropriate, to identify where improvements can be made.

**Covid-19**

Due to the government’s recent guidance on Covid-19 (coronavirus), we are having to work differently. We are already continuing to deliver our services in remote and online ways, and with continued professionalism. We are committed to continuing to provide a high level of service during this pandemic. There may however be an impact on how long things take, and should your cause for concern be a complaint, please rest assured that it will be professionally, respectfully and with dignity.

If you are concerned that Covid-19 will, or is, having an impact on your learning, please speak to your tutor, mentor, or training provider, in the first instance. If, however you are unhappy with what they say to you, you might be able to complain and, ultimately, Enable and the Senior Management Team may be able to help. Complaints will be treated fairly, and will helped to be resolved, providing the corrects complaints procedure is followed.

We will continue to monitor any enquiries, complaints, or compliments, following the correct path, and Enable will ensure that they are facilitated through the correct channel, using official advice, where necessary, and will continue to do so throughout the duration of the Coronavirus pandemic.

Enable will review the Covid-19 guidance policy regularly and will alter and/or amend in accordance with government guidelines or when new procedures need to be implemented.

Procedure

Complaint received, logged and an acknowledgment letter sent by the administrator within five working days of receipt of the complaint

Investigation by a relevant manager (see procedure) and information logged and recorded.

Complaint resolved within 10 working days of acknowledgment and a letter sent to the complainant.

If it will not be resolved within 10 working days the complainant must be informed in writing.

\* the complaint must be resolved within a maximum of 25 working days.

No further action required

No further action required

Complaint resolved

If the complaint is about an incident over one month ago this will not be dealt with by Enable. A letter will be sent explaining this.

Complaint resolved within 10 working days of appeal and a letter sent to the complainant

No further action required

Not resolved

Complaint reviewed by the board or external bodies as appropriate

If the complaint is about an Enable member of staff it will be dealt with by the relevant line manager and the Chief Executive

If the complainant is not in agreement with how the complaint is resolved they must appeal to the Chief Executive in writing.

Complaint resolved

Complaint resolved

**Signed:** 

**Date: 21/04/2022**

**Position: CEO**



**Formal Complaint Form**

|  |  |
| --- | --- |
| **Name of Complainant** (person making the complaint) and contact details  (Please also include telephone number and email address if possible) |  |
| **Name of person/organisation that the compliant is about** – if applicable  Please give as much contact details as possible |  |
| **Please describe in detail and accurately the nature of your complaint giving dates and times if applicable.** | |
| **Please describe what actions can be taken in order to deal effectively with your complaint** | |
| **Date received by Enable** |  |