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| Department: | Complaints Policy and Procedure |
| Date Issued: | June 2021 |
| Created by: | Stephanie Hudson |
| Review Date: | June 2022 |
| Reference: |  |

## Complaints Policy and Procedure

## Introduction

Here at Optimum Skills Limited we ensure that our core values take priority when dealing with complaints from stakeholders, we deal with complaints in a timely and effective manner and use the information to improve our service for the future.

Signed:

Diane Shakespeare (Managing Director)

Date: 1/09/2021

## Policy Statement

It is acceptable that at times, a person can feel aggrieved by their treatment or service, and it is essential that Optimum Skills have a professional mechanism to deal with the complaint. We treat a complaint as any expression of dissatisfaction with our service which calls for a response.

## Receiving Complaints

Complaints may arrive through channels publicised for that purpose, or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will need to be recorded, and the person who receives a complaint by phone or in person should:

* Write down the details of the complaint into the complaints form (Stage 1)
* Tell the complainant that we have a complaint procedure and arrange for them to receive so they are aware of further stages should an immediate resolution not be met.
* Tell the complainant what will happen next and how long it will take.
* Where appropriate, ask the complainant to send a written account by email so that the complaint is recorded in the complainant’s own words.

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| Stage OneResolve or escalate to relevant manager |
| The complaint must be dealt with by the colleague with the lowest level of authority. | At stage 1, the colleague receiving the complaint will provide a reasonable resolution deadline to the complainant by email. |
| The complaint must be acknowledged immediately and a reasonable deadline for resolution to be given to the complainant within 2 days of receipt of the complaint. | If the complaint is not resolved at Stage 1, it is escalated to a relevant manager immediately using Stage 2 of the complaints form which is sent to info@optimumskills.co.uk |
| If the complaint is resolved after Stage 1, the form is sent to info@optimumskills.co.uk Admin team who then updates the complaints log. |

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| Stage Two10 days to resolve or escalate to relevant director |
| The complaint must be escalated to the next level of authority who is able to deal with the complaint. | At stage two the colleague will have 10 working days to resolve the complaint. |
| If the complaint is resolved after Stage 2, the form is sent to info@optimumskills.co.uk The admin team updates the complaints. | If the complaint has still not been resolved at stage 2, it can be escalated to the relevant director. |

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| Stage Three10 days to resolve or If the complainant is still not happy with the resolutionat stage 3 they may appeal to the CEO in writing. |
| The complaint must then be resolved by the Director.  | At stage three, the colleague will have 10 working days to resolve the complaint. |
| If the complaint is resolved at Stage 3, an update is then sent to info@optimumskills.co.uk to update the complaints log. |

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| If the complainant is still not happy with the resolution at stage 3 they may appeal to the board in writing. |
| If the complainant is still not happy with the resolution, they can approach the ESFA or Awarding Organisation as the funders of their qualification. |

## Appendix

**Stage 1 – Initial Information**

Please ensure the following information is gathered for all customer complaints as the complaint is made to Optimum Skills. The email to send this form to is (EMAIL) on the date the complaint is received.

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| Name of Complainant |  | Date of complaint |  |
| Contact Number of Complainant  |  | Email address of complainant  |  |
| Provision Area |  | Qualification  |  |
| Name of person receiving complaint |  | Date the complaint was escalated  |  |
| What is the complaint? (Please give as much detail as possible, including relevant names, dates, venues, evidence) Where this is a safeguarding concern, at this point it will be referred through the Safeguarding process.  |
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| Name OS staff member dealing with the complaint |  | Date signed off |  |

**Stage 2 and Stage 3 – Escalated and investigation required**

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| --- | --- | --- | --- |
| Complaint needs further investigation  | Yes / No | Name of person escalated to  |  |
| Investigation notes: (please include evidence, interviews carried out, and summary of findings.)  |
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| Name OS staff member dealing with the complaint |  | Date signed off |  |