

Complaints Policy v1

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Version	Page No.	Paragraph / Bullet	Changes

Signed:



Printed Name: Lewis Hatcher

Job Title: Managing Director

Date: 5th July 2024

The main purpose of the Complaints Procedure is to ensure that individual members of staff and learners, who feel aggrieved about the way they have been treated, whether by management or their colleagues, are given every opportunity to have their complaints resolved in a fair and just manner. The Complaints Procedure is intended to deal with all types of complaints including claims of unfair interpretation or implementation of personnel policies and conditions of service, and in particular, actions that contravene the Equality and Diversity Policy, namely, discrimination on the grounds of sex, marital status, race, colour, ethnic or national origin, nationality, religion, creed, politics, disability, sexual orientation, age, social position or social disadvantages or any other unjustifiable requirement.

A complaint is a written or verbal expression of dissatisfaction.

The Complaints Procedure may also be activated in cases of alleged sexual or racial harassment. Sexual or racial harassment is defined as unwanted conduct of a sexual or racial nature, or other conduct based on sex or race affecting the dignity of women and men at work.

Discrimination and/or unfair practices are not always obvious, overt, or intentional but, however they occur, the complaints procedure is a channel by which an aggrieved person can seek proper redress within the organisation.

Where any involved party would like to share positive information / praise on the service they have received, they can do so by directly emailing info@directskillsgroup.co.uk or by calling 0113 2509507. We recognise the time and effort that goes into the submission of compliments and as such, we will respond to all complaints in writing within 5 working days.

SCOPE AND DEFINITION

All parties who work with direct skills group are made aware of the above policy and the procedure to be followed if a complaint arises.

LEARNER COMPLAINTS PROCEDURE AND PROCESS

1. Learners should report the complaint to their tutor within 7 working days. If they feel unable to discuss the complaints with tutor for whatever reason, they may request to meet with the Training Director.
2. If the complaint is resolved, follow up reviews will ensure situation is not repeated and the learner remains confident that the complaint has been resolved.
3. If the Training Director and learner cannot resolve the complaint, the Managing Director will be involved in the aim of resolving the complaint within 7 working days with a written reply.
4. At any time, we will be more than happy to hold meetings with any representative of the learner.
5. If the complaint remains unresolved the learner will be made aware of their right to escalate the complaint to the ESFA.

SALON COMPLAINT PROCEDURE AND PROCESS

If you have any complaints/issues with any aspect of your Apprentices' training, please inform us immediately using the following procedure

1. Telephone the course tutor or discuss with them at your next monitoring review visit.
2. If the outcome of this discussion is not satisfactory and the outstanding issue has not been resolved, you must record your complaint in writing/email within 7 days.
3. The written complaint must be addressed to the Training Director.
4. Feedback/resolution will be reported by Training Director within 7 days.
5. If the outcome in writing is still not satisfactory, then request in writing/email for the dispute to be directed to our Managing Director.
6. If an acceptable decision cannot be agreed upon, the dispute will be referred to the ESFA.