



# Complaints Policy

2018-2019

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# Complaints Procedure - Learners and Clients

## Introduction

Interlearn believes that if a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of Interlearn's disciplinary policy.

Interlearn believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. Interlearn supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and Interlearn.

## Aim

The aim of this policy is to ensure that its complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Interlearn will ensure that;

- Service users, learners, users and their representatives are aware of how to complain, and that Interlearn provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users

Interlearn believes that, wherever possible, complaints are best dealt with on a local level between the complainant and Interlearn. If either of the parties is not satisfied by a local process the case should be referred to the Customer Services Team via email on [customerservices@interlearn.co.uk](mailto:customerservices@interlearn.co.uk)

# Complaints Procedure

All complaints should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.

## Complaints via Phone

- When a customer wishes to make a complaint, they will be referred to the Customer Services Team
- When a complaint is initially made by telephone, the call will be referred to a dedicated Customer Services Team and the operative will look to draw the complaint to a satisfactory conclusion. Any call of this nature will be logged on the Customer Services Log where following information will be recorded;
  - Is the complainant an apprentice or a Client?
  - What is the complainants name?
  - Summary of the call
  - Referral department
  - Referral manager
  - Was a satisfactory resolution identified and agreed with the complainant
- Following a complaint being logged on the Customer Service Log, the Team will send the specific details to the referral manager
- If a satisfactory conclusion was not reached, the referral manager has 5 working days to close the complaint, where possible
- If after 5 working days, the complaint has not been closed, the Customer Services Team are responsible for contacting the referral manager to log an update on progress made towards closing the complaint
- Once the complaint has been closed, the Customer Services Team will log the date on the complaints log

## Complaints via Email

- When a complaint is logged via the Customer Services email address, the individual that picks up the email must log the complaint on the Customer Services Log. The Customer Services Log asks for the following information;
  - Is the complainant an apprentice or a Client?
  - What is the complainants name?
  - Summary of the call
  - Referral department
  - Referral manager
- Following a complaint being logged on the Customer Service Log, the Team will send the specific details to the referral manager
- The referral manager has 5 working days to close the complaint, where possible

- If after 5 working days, the complaint has not been closed, the Customer Services Team are responsible for contacting the referral manager to log an update on progress made towards closing the complaint
- Once the complaint has been closed, the Customer Services Team will log the date on the complaints log
- If the complainant is not satisfied with the resolution presented by the referral manager, the complainant has the opportunity to invoke Interlearn's Appeals Procedure