



KEIR TRAINING
& RECRUITMENT

Comments, Suggestions and Complaints Policy

Version 6

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This policy will be reviewed on an annual basis, or earlier if changes are necessary. Keir Training and Recruitment reserves the right to amend this policy, following consultation, where appropriate.

Date created:	28 th July 2022
Date of next review:	28 th July 2023

1. Policy Aim

We welcome comments, complaints and suggestions from all members of the community, from prospective students and from the general public. All complaints and suggestions are taken seriously and are not regarded as a criticism of individuals.

The complaints and suggestions procedure has been developed to encourage constructive comments, so that we can make adjustments to and improve the way we work.

The procedure is based on a shared understanding of how we would all like to be treated if we need to make a complaint or a suggestion. This includes being:

- ✓ taken seriously and listened to courteously
- ✓ assisted in explaining and clarifying the problem
- ✓ told who is dealing with the feedback and when a reply can be expected
- ✓ given a full and prompt response
- ✓ kept informed of progress and receiving an explanation of any delay
- ✓ advised on what to do next if you are still unhappy

Keir Training and Recruitment is committed to providing the best possible service, and we recognise that occasionally stakeholders may feel that they have cause to complain about the service they have received.

2. Definition of a complaint

A complaint is a statement in which you express your dissatisfaction with a particular situation. This could include (but not limited to), a complaint about your treatment during our provision, observed treatment of others during your course, a complaint about your lack of Off the Job and time to complete this, an internal assessment decision, you feel a lack of support from course staff.

We encourage feedback from all stakeholders, including complaints.

If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

3. If you're unhappy with the outcome

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

(Info from the ESFA website):

If you have a problem with a school, college, training provider, or employer that we fund, you'll need to follow these three steps, before you get in touch with the ESFA:

1. Start by trying to resolve the issue, informally, direct with the school or organisation involved.
2. If you're not happy with their response, make a formal complaint (through to appeal), direct to them. Ask them for a copy of the Complaints procedure or check their website. Keep copies of everything you send and receive.
3. If you're still not happy after that, [check](#) that we can handle your complaint.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#checkcomplaint>

4. **ESFA complaints contact information:**

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

If you would like to make a complaint, please refer to ESFA's website - <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>.

The ESFA will reply to let you know what will happen next.

5. **Our commitment to resolving a complaint**

Keir Training and Recruitment aims to resolve complaints quickly, fairly and effectively. Keir Training and Recruitment will:

- Aim to put things right quickly for our stakeholders when they go wrong
- Keep our learners, staff and other stakeholders informed of the progress of their complaint and result of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our stakeholders of the right to complain to the prime contractor/ ESFA if they remain dissatisfied after their complaint has been through all stages of the internal complaint procedure

Keir Training and Recruitment Complaints Policy and procedure will be readily available to all staff, learners and stakeholders and a copy can be requested from a member of staff or by e-mailing info@keirtraining.com.

It is also available on our website at <https://www.keirtraining.com/about-us/#policies>.

6. Monitoring

Keir Training and Recruitment is committed to continuous improvement in service delivery.

- Keir Training and Recruitment will make it easy and straightforward for you to make a complaint
- Keir Training and Recruitment will endeavour to respond to your complaint within the timescales and keep you informed
- Keir Training and Recruitment will ensure that you have a full explanation to your complaint in your preferred format
- Keir Training and Recruitment will tell you if changes have been made to services following your complaint
- Keir Training and Recruitment will review our policy at regular intervals, at least annually

7. Responsibility and how to make a complaint

The Managing Director and all education staff are responsible for developing and encouraging good customer care handling practice.

You can make a complaint verbally by letting your course contact know that you are unhappy about an aspect of delivery. You can also telephone us at 0137 537 9665.

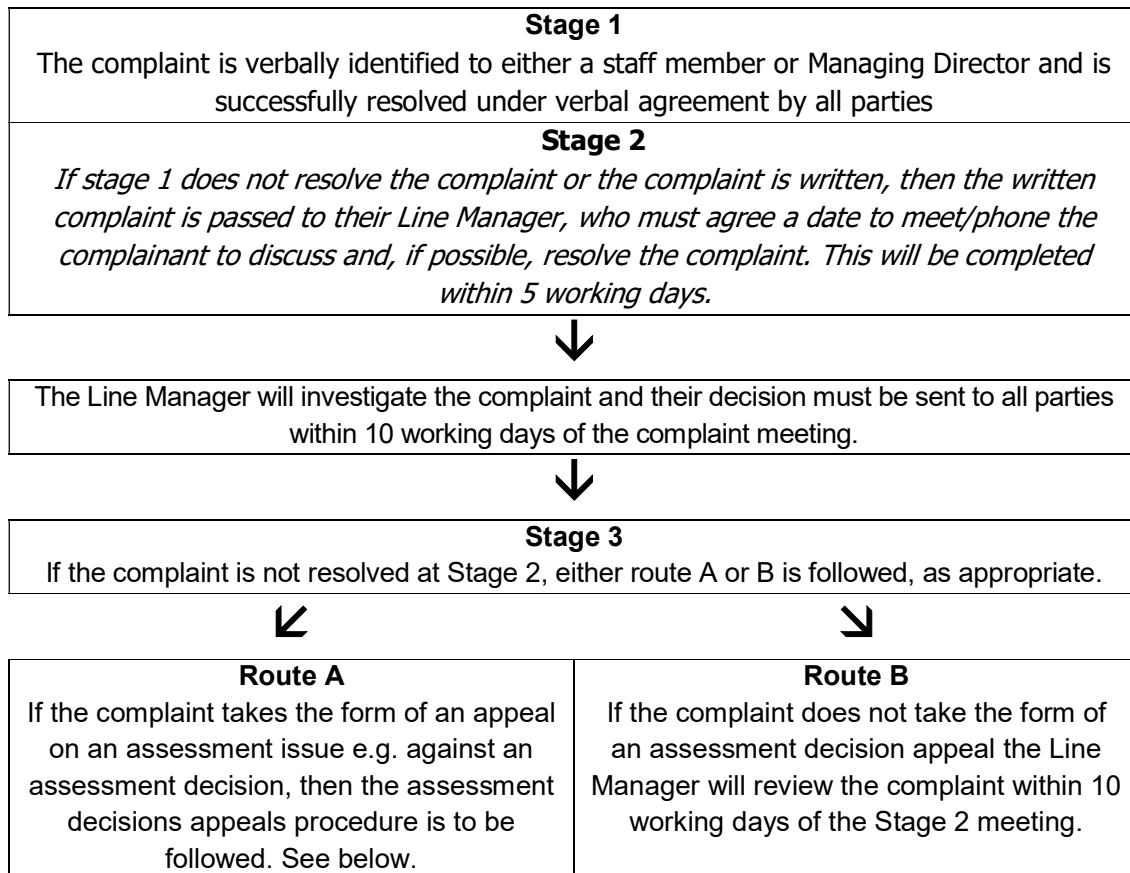
8. Equality & Diversity

Staff, learners and other stakeholders have the right to express dissatisfaction with the services they receive from Keir Training and Recruitment. This policy ensures that stakeholders can expect to be treated fairly and without discrimination. Please see Equality Policy for further information.

9. Procedure

All stakeholders have the right to complain and appeal against any aspect of service delivery. Keir Training and Recruitment support our stakeholders when they feel that our service has fallen below their expectations. Each complaint or appeal will be dealt in a professional and courteous manner by a relevant member of staff. The nature of the complaint or appeal will determine which member of staff will investigate and take action.

Complaint Procedure:



10. The Appeals Process for Assessment appeals

<p>Stage 1</p> <p>All appeals must be made in writing, clearly stating why the appeal is being made. Candidates can make an appeal against an assessment decision within 20 days of an assessment decision being made.</p> <p>The written appeal can be handed to the relevant Assessor/ Tutor or sent directly to the Lead IQA</p>
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<p>Stage 2</p> <p>If stage 1 is not resolved by the Assessor/ Tutor the appeal will be passed to the internal quality assurer (IQA) within 5 working days.</p>
<p>Stage 3</p> <p>If the appeal is not resolved at Stage 2, the Managing Director will investigate further and if necessary talk to the complainant within 5 working days.</p>
<p>Stage 4</p> <p>If the appeal is not resolved at Stage 3, it will be passed to the relevant awarding body or the qualification regulator. Following their investigation, the decision is final.</p>

11. Whistleblowing

Whistleblowing is the term used when a staff member passes on information concerning wrongdoing. In this guidance, we call that “making a disclosure” or “blowing the whistle”.

The wrongdoing will typically (although not necessarily) be something they have witnessed at work.

To be covered by whistleblowing law, a staff member who makes a disclosure must reasonably believe two things. The first is that they are acting in the public interest. This means in particular that personal grievances and complaints are not usually covered by whistleblowing law.

The second thing that a staff member must reasonably believe is that the disclosure tends to show past, present or likely future wrongdoing falling into one or more of the following categories:

- criminal offences (this may include types of financial impropriety such as fraud)
- failure to comply with an obligation set out in law
- miscarriages of justice
- endangering of someone’s health and safety
- damage to the environment
- covering up wrongdoing in the above categories

Whistleblowing law is located in the Employment Rights Act 1996 (as amended by the Public Interest Disclosure Act 1998 and Gov.uk guidance 1st May 2013). It provides the right for a staff member to take a case to an employment tribunal if they have been victimised at work or they have lost their job because they have ‘blown the whistle’.

Please see separate Whistleblowing Policy for further details.