



Compliments, Comments & Complaints Policy and Procedure

Side by Side Training Centre is committed to working with its customers and employees to continually improve its services and it sees comments, compliments and complaints as an integral part of this process.

The aim of the policy is to:

1. Recognise good service through the recording of compliments to acknowledge what we have done well
2. Drive the improvement of services we provide to customers by responding positively to comments, complaints and suggestions and, where appropriate, making changes to the way in which we deliver services;
3. Promote a consistent approach to handling comments, complaints, compliments and suggestions that is easy for customers and staff to use.

Definitions

1. Compliment – an expression of satisfaction with a service that Side by Side training provides. This could be satisfaction with an individual member of staff, team or a particular service area.
2. Suggestion – a remark made about a particular aspect of a service which can be used to improve future service delivery.
3. Comment – A remark made about a service, including the quality of the service or means by which it is delivered.
4. Complaint – an expression of dissatisfaction about the standard of service, action or lack of action by Side by Side Training Centre or its employees which affects an individual or group of customers.

Responsibilities

The Centre Coordinator is responsible for:

- Ensuring the implementation of this policy
- Administering the comments, compliments and complaints log
- Reviewing and updating this policy annually

All employees of Side by Side Training Centre are responsible for:

- Adhering to this policy
- Raising awareness of the policy and procedures with learners and employers
- Assisting learners with the documentation as required

Implementation of the Policy – Procedures

All customers will receive a Compliment, Complaint, Comment or Suggestion Form as part of the SBS Employer's Guide or learner induction.

All employees will receive a Compliment, Complaint, Comment or Suggestion Form as part of the documentation they receive on induction into the company.

Compliment, Complaint, Comment or Suggestion can be made either by:

- Completion of forms
- Verbally
 - In person
 - Over the telephone – 01305 787678
- By email – joy@sidebysidetraining.co.uk
- By letter - Side by Side Training Centre
Middle Farm Barns
Middle Farm Way
Poundbury
Dorchester
Dorset
DT1 3WA

Where a form has not been used the person receiving the compliment, complaint, comment or suggestions is responsible for the completion of a Compliment, Complaint, Comment or Suggestion form.

Complaints

Side by Side Training Centre will ensure through the complaints process that:

- Individuals who complain are listened to and treated with courtesy and empathy
- Individuals who complain are not disadvantaged as a result of making a complaint
- Complaints are investigated promptly, thoroughly, honestly and openly
- Complainants are kept informed of the progress and outcome of the investigation
- Apologies are given as appropriate
- Action to rectify the cause of the complaint is identified, implemented and evaluated
- Learning from complaints informs service development and improvement
- Complaints handling complies with confidentiality and data protection policies and is transparent
- Side by Side Training Centre's employees involved in complaints are given support

Complaints Process Step 1

- Complaint is received
- Form is completed by the receiver if the complaint is not already in this format
- Complaint is logged into the Compliments, Complaints, Comments and Suggestion Log

- Receiver or Centre Coordinator attempts to resolve the complaint informally
- If the complaint is resolved the log is updated and closed up. If the complaint is not resolved move to stage 2

Complaints Process Step 2

- Contact with the complainant within 2 working days of receiving the complaint
- Centre Coordinator investigates the complaint
- Contact with the complaint with the results of the investigation within 10 working days

Or

Contact with the complainant within 10 working days if the investigation and actions to be taken are incomplete

Then

Within 28 working days with results of the investigation

- If the complainant is satisfied with result of the investigation, updated complaint form, log and close complaint – if not Stage 3

Complaints Process Step 3

- Complainant is not satisfied with the Centre Coordinator's investigation and actions – contact the complainant advising them that the complaint is now at stage 3 – within 2 working days
- Directors reviews the investigation and action (s) taken
- Director sends letter to the complainant with details of their conclusion within 20 working days
- If complainant is not satisfied dependant on the type of complaint advised to contact awarding Body (NCFE CACHE) or Kingston Maurward College or ESFA or Ofsted as appropriate, who will be provided of details of the investigation(s) and meetings and proposed/taken actions and outcomes.

- CACHE on 0345 347 2123, www.cache.org.uk.
- NCFE - 0191 239 8000, service@ncfe.org.uk
- Kingston Maurward College – 01305 215000
- The Education and Skills Funding Agency - complaintsteam@sfa.bis.gov.uk
- Ofsted – enquiries@ofsted.gov.uk

Compliments, Comments & Suggestions

Within 5 working days of receipt of a compliment, comment or suggestion, contact with the person will be made to acknowledge receipt.

Any suggestions or comments that result in a change at Side by Side training Centre's procedures will be acknowledged in either the initial acknowledgement contact or in further contact with the person.

Compliments will be shared with the individual or teams mentioned, and a copy of the letter stored in their file.

A log of the compliment, comment or suggestion will be kept in the Compliment, Complaints, Comments and Suggestions file.

Training

As part of employee induction and on-going training the complaints process will be discussed to enable employees (as appropriate to their role) to:

- Understand the complaints procedure and how it works;
- Know how to handle process and resolve concerns and complaints.

Reporting/Reviews

All correspondence will be logged in the compliments, complaints, comments and suggestions log.

The Centre Coordinator will report Compliments, Complaints, Comments and Suggestions in the Management Meetings on a regular basis on the number of complaints at each stage, the decisions and any learning points and make available the Compliment, Complaints, Comments and Suggestions log.

The Management team will use these learning points to consider potential changes to the way that services are delivered and to continually improve the service provided.



Compliments, Comments & Complaints Form

Help us to get it right and improve our services

Please tell us your views about the services and support provided by Side by Side Training Centre. Your comments can help us to improve and develop our services.

Compliments

If you are happy with any part of the service, you receive or wish to compliment a particular member of the team please let us know. We are always pleased to hear about services working well and team members giving particularly good support, information and guidance to our clients.

Comments and Concerns

We would like to hear from you if you have a comment or suggestions on how we can improve our service, or if you would just like to talk to someone about your concerns, but do not wish to make a complaint.

Complaints

If you are unhappy about a service we provide, or the support, information or guidance a Tutor has provided to you, please tell us and we will try to sort out the problem.

We aim to resolve complaints as quickly and informally as possible. If you are able to talk to an employee or their line-manager who deliver your service, this is often the quickest and best way to get a problem resolved. If you do not feel able to do this, are not sure who to speak to or you are unhappy with the response from the employee or their line-manager you can contact the Directors of the company.

Please use the form overleaf to contact us or you can contact:

- In the first instance Julie Downton (Lead Internal Verifier)
- If you are unhappy with the outcome Joy Scadden (Director):

Side by Side Training Centre
Middle Farm Barns
Middle Farm Way
Poundbury
Dorchester
Dorset
DT1 3WA

I would like to make a

Complaint

Compliment

Comment

Suggestion

Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

Phone: Click or tap here to enter text.

Email: Click or tap here to enter text.

How would you prefer us to contact you Click or tap here to enter text.

My complaint/compliment/comment/suggestion is:

Click or tap here to enter text.

The outcome I would like to see is:

Click or tap here to enter text.

Date: Click or tap here to enter text.

Signed: Click or tap here to enter text.