



CUSTOMER COMPLAINTS POLICY AND PROCEDURE

THE POLICY

ACE Training aims to provide a high quality service to all its customers: Parents, learners, prospective learners, employers, stakeholders and the wider community. It will seek the views of customers through questionnaires, meetings and learner reviews when setting standards and when monitoring them. Where the standard of service falls below what is aimed for, ACE Training will put energy into identifying the issue and resolving matters. The following policy and procedure is designed for use by customers as defined above. A copy of this Policy and procedure is in both the learner and employer handbook, which is given to all when they join ACE Training.

In doing so, it will take into account the following principles

1. The customer's perspective is valid.
2. Staff do not intend to provide a poor service.
3. Complaints are a valuable source of information.

In resolving the issue, those concerned will consider

1. The potential risk of continuing customer dissatisfaction.
2. Whether there is any need to support staff more effectively, perhaps through staff training and development.
3. Whether resources need to be reallocated.
4. Whether procedures need to be changed.

Complaints will be recorded and reviewed in order to help ACE Training improve its performance.

What is a complaint?

Customers may comment about an aspect of ACE Training work that they find unsatisfactory. In most instances, the issue can be resolved by the member of staff to whom they have made their comments. Matters like this, which are satisfactorily resolved, are not regarded as complaints to be dealt with by these procedures. The policy is designed to encompass issues that cannot be resolved as soon as they become apparent.

Customers who are not satisfied by the resolution offered by the member of staff they have spoken to will be immediately directed to the Operations or Training Director. The appropriate Director will immediately make contact with the customer, establish the circumstances around the complaint and confirm that they will investigate and get back to the customer. They will give the customer a specific time that they will get back to them in, this deadline will take into account the complaint and the staff that may be required to be interviewed.



THE PROCEDURE

Making a complaint

Customers are making a complaint when they report to any member of staff that they are not satisfied with some aspect of the service they have received and an immediate resolution has not been possible. Customers can complain in person, by telephone, in writing, social media, through our website or by e-mail. Information on how to complain is made available to learners and employers through the induction process, both receive a copy of the policy and procedure in their handbook. ACE Training recommends that customers first talk to the person responsible for their dissatisfaction. If the problem remains unresolved, the customer is given the contact details of the Operations or Training Director, this will depend on the area the complaint falls into. If a resolution is still not forthcoming, the customer is advised to contact the Managing Director. The customer also has the right to contact the Education & Skills Funding Agency.

When a complaint is received

STEP	ACTION BY	PROCEDURE	CORRESPONDING DOCUMENT
1	Person receiving	Makes a brief written record if the complaint is made in person or by telephone. If it cannot be resolved immediately, forwards the complaint to appropriate Director.	Record of complaint
2	Operations Director	Records all complaints in the complaints log. Copies the complaint to the area concerned. Sends an acknowledgement of the complaint to the complainant and a date by which the complaint will be investigated	Log Standard letter
3	Director of Area Concerned	Researches the complaint – this will include talking with the member of staff about whom a complaint has been made, if this is the case, and may include contacting the complainant for further information	Notes
4	Manager of Area Concerned	Replies in writing to the complainant and forwards a copy of the response to the Operations Director.	Letter
5	Manager of Area Concerned	Determines whether further action is required and takes it, if so. Forwards record of action (if any) to Operations Director.	Record
6	Operations Director	Completes log	Log

STEP	ACTION BY	PROCEDURE	CORRESPONDING DOCUMENT
7	Operations Director	Monitors the policy and reviews the log	Minutes

Complaints log

The complaints log is the means by which ACE Training will review both the substance of complaints made and whether there are any patterns emerging, and its effectiveness in resolving complaints. The log records the date of the complaint, the area of work involved, a very brief description of the complaint, the date of response, a very brief description of the response, and any action taken as a consequence.

Complaints log

Date complaint received	Received from	Reported to	Actions taken and by whom	Resolution & Date