

## Complaints Policy

### **1.0 Purpose**

The complaints policy and its associated procedures are defined to encourage an open and transparent approach to the management of both complimentary and critical feedback.

This is applied to the full range of services.

We strive to provide the best quality of learning and services that meet or exceed the expectations of learners, apprentices and stakeholders. We will promote a culture that is responsive to feedback, whether complimentary or critical.

Comments about our services are actively encouraged and acknowledged as a valuable source of information that we can evaluate and use to improve the quality of our provision to learners, apprentices and other key stakeholders. Occasionally services fail and where this leads to dissatisfaction we seek to address and resolve all complaints within a specified time frame, in a manner that does not intimidate and is supported by clear and accessible procedures that ensure thorough investigation and fairness. Likewise, we seek to identify what has worked well in order to enable the spreading of good practice.

### **2.0 Aim**

The aim of the compliments, comments, feedback and complaints procedure plays an important part in enabling the company to gain awareness of positive aspects of our services and areas that require further development.

This policy is in place to: -

- Help customers understand the compliments, comments, feedback and complaints procedure.
- Enable customers to compliment, comment and feedback and complain.
- Address all complaints effectively
- Allow speedy handling with established time limits for action.
- Keep people informed of the progress of their complaint.
- Ensure a full and fair investigation (where required).
- Respect customer's confidentiality.
- Collate and analyse complaints to assist in improving our service.

### **2.1 Specific complaints**

There are also specific procedures for those learners or apprentices who express dissatisfaction with the outcome of their internal assessments. For these complaints, learners or apprentices should use the Assessment Appeals procedure, not the complaint procedure.

### **3.0 Implementation**

#### **4.1 Informal complaints process**

Before using the complaints procedure, complainants are requested to talk directly about their dissatisfaction with the individual(s) involved, to see if an informal resolution is possible.

Learners and apprentices should try to resolve issues with their tutors/assessors in the first instance.

Most complaints can be resolved quickly by informal processes at the level of immediate contact. Only if these measures fail should the issue be raised as a complaint.

Applicants who wish to appeal an admissions decision should use the Admission policy.

Learners/Apprentices who feel they are subject to bullying or harassment should, in the first instance, use the Anti-Bullying and Harassment Policy.

#### **4.2 Stages of making a complaint**

The process is in three stages as defined below.

##### **Stage 1 Informal resolution**

Complaints should be raised locally, either in writing or verbally, to the staff member directly responsible for the delivery of the service, or their line manager if the complaint relates to the conduct of a staff member.

A complainant should raise the matter informally within **10 working days** of being aware of the issue with the member of staff concerned or that person's immediate line manager.

Where the complaint relates to a series of events, then the concern should be raised within 10 working days of the last occurrence.

Learners and apprentices may seek assistance from delivery staff to help bring about an informal resolution, including identifying the appropriate member of staff to approach.

All complaints are taken seriously and will be investigated.

Before moving to a formal Investigation, we will look at the means by which an informal resolution was attempted. For informal complaints relating to the training programme, the learner or apprentice should discuss the matter, (in the first instance), with their tutor or assessor, as appropriate.

For complaints relating to other services, the complainant should discuss the matter, (in the first instance), with the person providing the service, or that member of staff's line manager or the Managing Director.

## Stage 2 Formal Investigation

If a complaint has not been resolved to the complainant's satisfaction at Stage 1, or it cannot be resolved informally; then a Stage 2 complaint should be made. A letter of complaint, in addition to any supporting documentation must be submitted by the Complainant to the Managing Director within 10 working days or via email to [info@sensualspa.uk](mailto:info@sensualspa.uk) The policy can also be found on our website <https://www.beautytrainings.co.uk/complaints-policy/>.

The letter should detail the concerns about the training or service. This should include the following:

- the specific concern about the delivery of the training or the service provided
- the informal approaches used and why they were not successful
- Indicate the outcome sought

However, it is important to note the eventual outcome may be different from the one sought. An acknowledgement will be sent within **5 working days** which will be from the member of the senior management team who has been nominated to formally investigate.

A full written response will be provided to the complainant within **20 working days of the initial receipt of the complaint**. Should circumstances require additional time to investigate, the investigator officer will advise the learner /apprentice and will agree a revised timeframe for the completion of the investigation.

The investigating officer must ensure the complainant has an adequate opportunity to be heard. Learners/apprentices have the right to request support in the preparation of their complaint from staff, if they require this level of support.

The Investigating officer must consider all such statements presented by, or on the specific written authorisation of, the complainant. Following the completion of the investigation, the Investigating officer may uphold the complaint in full, in part, or dismiss it.

We will implement any such recommendations arising out of the complaint investigation.

In response to allegations of staff conduct, if an investigation determines that any disciplinary or remedial action is required, this will be conducted in consultation with the Group Human Resources division.

## Stage 3 Appeal

If a complainant is dissatisfied with the outcome of the formal investigation at Stage 2 of the procedure, they can appeal against the decision and request a review of the complaint.

An appeal must be submitted within **10 working days** of the date of the Stage 2 outcome letter.

Stage 3 constitutes a review and not a re-investigation of the complaint and can only be requested on the following grounds: –

- There were procedural irregularities in the Stage 2 investigation which had a material effect on the outcome.
- Based on the evidence available to the Stage 2 investigator at the time, the outcome is
- New evidence has come to light which the Complainant was unable (for valid reasons), to provide earlier in the process and which would have had a material impact on the outcome.

The appeal will be reviewed by the Managing Director/CEO, who will acknowledge receipt of the complaint within 5 working days. The Managing Director/CEO will consider whether the complainant has demonstrated grounds for appeal in full or in part (and suggest any action to resolve the complaint), or not at all.

If the complainant has not satisfied the grounds for review, they will be notified in writing of this within 10 working days. Where the grounds for Appeal have been met, a review will be initiated and a full response will be provided within **20 working days** of receipt.

Following the completion of the investigation, the Managing Director/CEO may uphold the complaint in full, in part, or dismiss it.

Outcomes of complaint reviews concerning staff conduct will be copied to the relevant line manager. If any disciplinary action is required, this will be conducted in consultation with the Group Human Resource division.

Finally, once the complaint procedure has been exhausted and all three stages have been completed, there exists a right to complain to the Education Skills Funding Agency.

## **5.0 Monitoring and reporting**

The Managing Director will collate a summary analysis report of Complaints, Suggestions and Compliments which will be presented to the Senior Management Team and to Governors on a quarterly basis.

An annual KPI report will be produced to compare year on year data, identifying any significant trends and include a year on year analysis of complaints received from learners by age, gender, ethnicity and disability.