



training and recruitment

COMPLAINTS PROCEDURE

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1. Introduction

1.1. Smart Training and Recruitment is committed to providing high-quality training and is anxious to resolve any shortcomings in its standards as quickly as possible. The Company also regards complaints as an important source of information for improving its services for the future

2. Definition of a Complaint

2.1. The Company defines a complaint as:

‘an expression of dissatisfaction concerning the provision of a training or administrative service, when the complainant has drawn his or her concern to the attention of The Company and is not satisfied with the response’.

2.2. This definition excludes complaints covered by the following separate Company procedures:

- 2.2.1. Equality & Diversity Policy
- 2.2.2. Safeguarding Policy
- 2.2.3. Staff Disciplinary Procedures

2.3. If you want advice before making a complaint or before taking a complaint to the next stage, your Training Advisor will be happy to help you. No formal complaint will be registered unless you explicitly request it.

3. Before you make a Complaint

3.1. If you experience problems with any aspect of the Company's training or administrative services you should draw them to the attention of your Training Advisor or Internal Quality Assurance staff as soon as possible so that we can take appropriate remedial action without delay.

3.2. It is essential that you act immediately if there is a possibility that your training will be adversely affected by any problem you have encountered. For instance, if your course materials fail to arrive, the sooner we know about it the sooner we can send you duplicates. Similarly, if you have problems with the scheduling of placement visits or other aspects of the training arrangements made for you, you should tell us immediately so that we can look for a solution.

3.3. The same thing applies to financial problems, arrangements for attending off job training and any special requirements to do with examinations etc.

3.4. In most of these cases a letter, telephone call or e-mail to the Company will get you the help and advice you need.

3.5. The Company cannot accept responsibility for problems that adversely affect the outcome of your training if you delay drawing our attention to them until it is too late for us to put things right.

3.6. If you have drawn problems to our attention and you are not satisfied with our response, you are entitled to make a formal complaint.

4. Making a Formal Complaint

4.1. Stage One

- 4.1.1. Contact your appropriate Regional Manager to register your complaint.
- 4.1.2. Although a simple matter can be dealt with by telephone, to ensure that your complaint is accurately recorded we encourage you to put it in writing* and send it by post or e-mail.
- 4.1.3. A concise, numbered sequence of points can be a helpful way to set the situation out clearly.
- 4.1.4. The appropriate Regional Manager will send a reply within ten working days of receiving your complaint.
- 4.1.5. If we can not give you a full reply within that time we will indicate when we are likely to be able to do so.
- 4.1.6. To safeguard confidentiality our reply will be sent to you by post, unless you explicitly ask us to reply by email.

4.2. Stage Two

- 4.2.1. If, when you receive our reply to your complaint, you are not satisfied that everything possible has been done to answer it, you can ask for your case to be reviewed by a Director.
- 4.2.2. At this stage in the complaint process we ask that you put your complaint in writing and address it to a Director at the Company.
- 4.2.3. You should include:
 - Full details of the substance of your complaint and all matters related to it.
 - Details of other staff members of the Company with whom you have had contact in relation to your complaint.
 - Copies of any previous correspondence with the Company related to your complaint, or sufficient information to help us trace such correspondence quickly.
- 4.2.4. You are also invited to suggest what action you think the Company should take to resolve your complaint.
- 4.2.5. The Company will send an acknowledgement of your complaint within three working days of receiving it, acknowledging receipt and confirming the date a full reply can be expected from a Director (usually within ten working days).
- 4.2.6. The Director will send you a full reply within the above timescale or, if that is not possible, contact you again to let you know when you can expect a full reply along with reasons for the delay.

4.3. Stage Three

- 4.3.1. If, when you have a full reply from a Director, you are still not satisfied that everything possible has been done to answer your complaint, you can ask the Director to refer it to the appropriate funding and / or awarding body.
- 4.3.2. The Company will acknowledge your request within three working days and obtain a contact name to further your complaint.
- 4.3.3. The Company will pass all correspondence in relation to the complaint to the appropriate funding/awarding body to assist in their evaluation of the complaint.

5. Rights and Responsibilities

5.1. The Company will:

- Deal promptly with all complaints within the time limits set out in these notes.
- Make sure that all the points you raise are properly dealt with, and that its replies explain the outcomes clearly.
- Handle your complaint with a due regard to confidentiality and disclose only the information that is necessary to conduct a proper investigation and make a full response.
- Keep records of complaints separate from other records.
- Ensure that no complaint you have made in good faith will be used to your disadvantage in the future.
- Always be courteous.

5.2. If you are making a complaint you should:

- Make a full disclosure of all matters relevant to your complaint
- Deal sensitively with issues that involve other trainees or staff, and not name them unless it is necessary.
- Always be courteous.

6. Referring externally

6.1 Where the complaint is in relation to a practice not governed by Smart TAR, or cannot be internally resolved to all parties satisfaction there may be occasions where the complaint has to be passed to an external partner. If this stage is reached it expected that the partner would then follow their own complaints procedures, this list, which is not exhaustive includes;

- Ofsted
- ESFA
- CMI
- BII
- NCFE

Details of the above complaints procedures and contacts can be requested from the Managing Director, Stuart Prior who oversees the recording of any complaints referred outside of Smart TAR.

7. Contacts

Registered Office :

Dinson House
39-40 Quay Street
Newport
Isle of Wight
PO30 5BA

Directors :

Managing Director

Stuart Prior
(stuart.prior@smarttar.co.uk)

Director of Operations

Moya Hannon
(moya@smarttar.co.uk)

Director of Quality & Compliance

Rich Ashton
(rich.ashton@smarttar.co.uk)

* If you have a disability that means it is difficult for you to send a written complaint, please contact us and we can discuss alternatives.