

PO-20

Complaints Policy

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Policy Owner	Chief Executive Officer
Policy applicable to	All TDR Training Ltd (TDR) Employees
Approved by	TDR Training Ltd (TDR) Directors
Signed	
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1. Purpose

This policy is to ensure that all complaints from external stakeholders are dealt with in a fair, transparent and consistent way and, wherever possible, to be resolved to the satisfaction of the complainant.

2. Scope

This policy sets out what TDR deems as a complaint, how to raise a complaint and the action and timescales we will take to respond.

TDR defines a complaint as an expression of dissatisfaction arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by the company
- Delivery (or lack of delivery) of support services provided by the company including administration of fees, enrolment processes, health and safety and learner resource services
- Unacceptable actions or behaviour by TDR staff and/or other learners in the company

If the complaint is concerning with an End Point Assessment then complaints should be directed to the End Point Assessment Organisation.

3. Our Responsibilities

TDR are committed to providing a high quality service for our learners, clients and the community we serve. We will deal with legitimate complaints in a fair,

prompt and objective manner. Complaints will be dealt with without recrimination and complainants will not be disadvantaged by raising a complaint. TDR will be fair in the treatment of all those who complain irrespective of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (protected characteristics and whilst socio-economic background is not a legally protected characteristic, TDR are committed to combating any discrimination on this basis and recognises the harm that discrimination has in terms of an individual's access to equality of opportunity). Complaints will be dealt with promptly and constructively. All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint. The outcomes of any complaint will be shared with the complainant and any staff involved. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.

4. Informal Procedure

When you feel a complaint is appropriate, please inform the relevant departmental manager, who will deal with this informally. An investigation will be conducted with a response provided back to you within 10 working days of receipt of the complaint. All TDR staff will be tactful and courteous in dealing with your complaint. Should this not satisfy you then it would be escalated by the investigator to a formal complaint.

5. Formal Procedure

If you need to make a formal complaint, then this should be made when the informal procedure has been exhausted or when your complaint is perceived to be at a level requiring a formal complaint. A formal complaint should be made in

writing, within 5 working days of the completion of the informal procedure, if not resolved satisfactorily, or within 15 working days of the original incident or action from which the complaint arises. In exceptional circumstances, a longer period will be considered.

Please address your formal complaint to the Chief Executive Officer.

If a member of TDR staff receives an external complaint, this will be escalated to the Chief Executive Officer within 2 working days.

If the complaint involves the Chief Executive Officer, TDR will appoint an alternative member of the senior management team to manage the process.

The complaint will be logged and its receipt will be acknowledged to you within 10 working days. The Chief Executive Officer will carry out an initial assessment of the complaint within 5 working days.

In most cases, complaints will be referred to an appropriate manager for investigation and report. More serious or unusual complaints will be investigated personally by the Chief Executive Officer.

The designated person will carry out an investigation of the complaint and may interview you (the complainant); the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint, as necessary. They will prepare a summary and report back to the Chief Executive Officer within 10 working days of the initial assessment.

The Chief Executive Officer will record the outcome of the complaint and either arrange a meeting with you to deliver the outcome or notify all those involved in writing as appropriate. All outcomes will be confirmed in writing to all those involved.

If the complaint involves a learner, they will be offered support at the meeting.

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All learners will be encouraged to bring a supporter to the interview. Vulnerable adults and those under 16 years of age must have the support of their care worker, or a person of their choice, who can act as their advocate and the Chief Executive Officer must be informed.

The formal complaint should be resolved within 25 working days of the receipt of the original formal complaint. If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period.

The decision made will be final but this does not affect an individual's legal rights.

6. Appeal

This stage is to be used when a solution cannot be found at the Formal stage. An appeal should be submitted in writing to the Chief Executive Officer within 10 working days of receipt of their formal investigation response.

7. Escalation Route

If an acceptable conclusion is unable to be found following this process, contact ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk.

8. Monitoring of Complaints Status

Once a month TDR's CEO will review the Complaints status to include:

- Number of complaints of each type
- Time taken to process complaints
- List of outstanding complaints

- Outcomes to complaints
- Results of appeals

The CEO is responsible for the periodic review of this Policy.

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9. Annex 1 – Records of Review

Date	Review Overview
27/04/2021	Updated into new format
04/06/2021	Updated to add signature section, change Managing Director to Chief Executive Officer and add appeal section
23/11/2021	Add Escalation Route section
15/07/2022	Change title from Quality Manager to Quality Director
	Change of owner of policy from Quality Director to CEO

10. Annex 2 – If required

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