



Complaints Policy & Procedure

2017/2018

**BE THE
FUTURE**

Policy Statement:

Baltic Training Services strives for high standards in service delivery and welcomes feedback from learners, individuals or employers and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our service.

Purpose:

The objectives of the Baltic Training Services Complaints Policy and Procedure are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our service
- Ensure that complaints are monitored and used to improve our services.

Baltic Training Services will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence
- Report to the Senior Management Team quarterly the number of complaints received, the outcomes of investigations and any actions taken or changes made.

Scope: This policy applies to all learners, employers and stakeholders.

Ownership: Operations Director

Procedure

Details of the communication methods by which a formal complaint can be made are published on our website and in the learner handbook.

Raising your concerns with us

The first step is for us to understand your complaint. Details of your complaint must be recorded on our Complaint Investigation Form. This will allow us to investigate your complaint accurately by responding to the information provided by you in writing.

The Complaint Investigation Form can be downloaded from our website

www.baltictraining.com

Doc No: POL039	Version No: V8	Date released: 20/02/18
Author: I. Barrett	Review Date: 31/07/18	Page Number: 2

You can submit your complaint by the following methods:

Email: To complaints@baltictraining.com

In Writing: To: The Customer Relations Team, Baltic House, Hilton Road, Newton Aycliffe, Co. Durham, DL5 6EN.

The Customer Relations Department is responsible for managing and investigating all complaints:

- On receipt, all complaints are recorded on the complaints log
- The complainant will receive an acknowledgement within 48 hours.
- The Customer Relations Team will investigate the complaint by gathering information and evidence from relevant members of staff.
- The Customer Relations Team will record details of their investigation and any outcomes on the Complaints Log.
- The complainant will receive a response to their complaint from the Customer Relations Team within 7 working days of the original date of receipt. The response will include details of the appeals process. Complainants have 10 working days from the date of the outcome being communicated to them to request an appeal.
- On receipt of appeal instructions the Customer Relations Team will escalate the complaint to the Director of Support Services. The Director of Support Services will investigate and provide a final written response to the complainant within 15 working days.
- The Director of Support Service will record the outcome of the appeal on the Complaints Log.
- When no appeal request is received the Customer Relations Team will contact the customer to enquire that their complaint has been resolved to their satisfaction. The complaint can then be marked as closed on the complaints log.

EFSA Complaint process

The complainant can escalate their complaint to the EFSA once the Baltic Complaints Procedure has been completed and they remain dissatisfied. The EFSA will investigate complaints in respect of

- the quality, management or experience of education and training
- undue delay or non-compliance with published procedures
- poor administration by the provider

Doc No: POL039	Version No: V8	Date released: 20/02/18
Author: I. Barrett	Review Date: 31/07/18	Page Number: 3

- equality and diversity issues

The complainant can contact the EFSA either

- by email complaints.esfa@education.gov.uk
- by post The Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

EFSA complaints procedure can be found at

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/641779/Procedure_for_dealing_with_complaints_about_providers_2017.pdf

Confidentiality

To process a complaint, Baltic Training Services will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. Baltic Training Services will hold this data securely and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by Baltic Training Services.

However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties. In this case the complainant will be informed of who will need to know about the complaint.

Monitoring

Complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow Baltic Training Services to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn the following data will be collected:

- Name
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Corrective action
- Lessons learnt.

The Complaints Report will be presented to the Senior Management team quarterly. Wherever possible the data will be used to improve and develop the service.

Doc No: POL039	Version No: V8	Date released: 20/02/18
Author: I. Barrett	Review Date: 31/07/18	Page Number: 4

Compensation

In the event that a complaint is upheld then an apology will be issued and the complainant will be informed of changes implemented to prevent re-occurrence. It is at the discretion of the Senior Management Team as to whether a form of compensation will be offered.

The Complaints Policy and Procedure will be subject to review annually by the Operations Director.

- Promoting equality and diversity -

Doc No: POL039	Version No: V8	Date released: 20/02/18
Author: I. Barrett	Review Date: 31/07/18	Page Number: 5