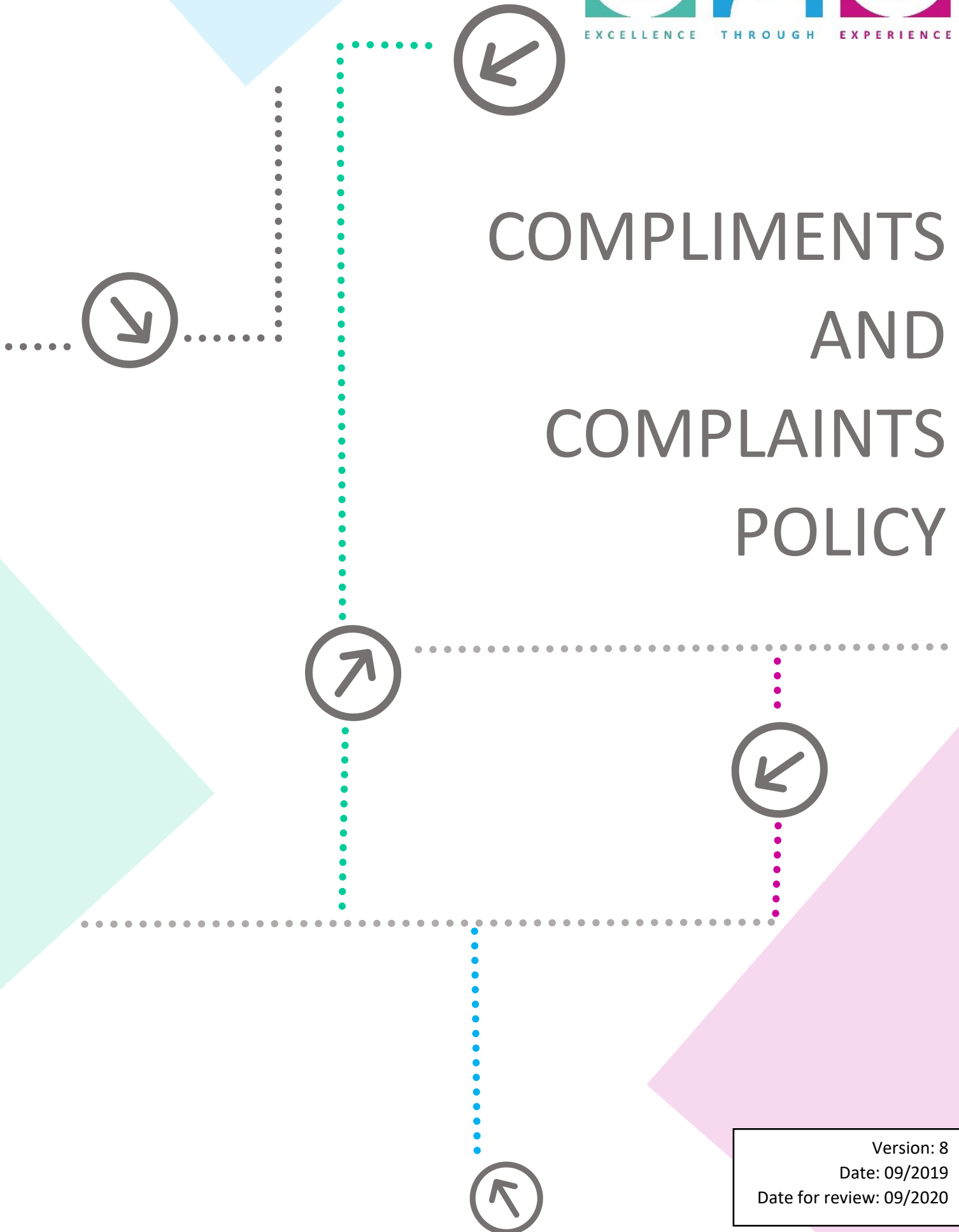


# COMPLIMENTS AND COMPLAINTS POLICY



At C2C Training Ltd (C2C) we aim to provide a high-quality, responsive and learner-led service. In order to ensure this, we need to take account of the views and wishes of those we are here to support.

C2C welcome every opportunity to monitor and improve the service and having a policy and a clear procedure for resolving complaints is one way of doing this.

## **COMPLEMENTING OUR SERVICE**

Compliments are valuable, welcomed and important to C2Cs service and delivery. They enable C2C to: -

- Understand if our service is being provided to the individuals satisfaction
- Provide positive feedback to our staff
- Influence our organisational and service development
- Support our quality assurance programme

Should you wish to inform us of any recent compliments, please email these through to [info@c2ctrainingtd.com](mailto:info@c2ctrainingtd.com).

## **COMPLAINTS PROCEDURE**

C2C are dedicated to meeting all individual expectations and continually monitor our feedback and performance to ensure this. However, it is recognised that despite our best efforts there may be occasions where a complaint maybe necessary, and the service levels does not meet the expectations of our learners, clients or employees.

This process below details the necessary steps for a complaint to be reported to C2C. In all cases, C2C will maintain confidentiality at all times and will only disclose information to others as is necessary to complete any complaint investigation.

### **INFORMAL STAGE**

In the first instance, where an individual is unhappy with a service or feels they have a complaint, they should aim to resolve this informally by raising the complaint with any member of the C2C team. This process should allow any complaint to be dealt with efficiently and at the point of concern to prevent further escalation.

The issues should aim to be resolved informally at the 'local' point of where the complaint arose. It is anticipated that most complaints can be resolved through informal means and this will offer the quickest resolution. There is no requirement for the member of staff receiving the complaint to issue a formal letter or submit any other paperwork if the matter is resolved informally, unless the individual specifically asks for this.

If the individual is not satisfied with the outcome or feels that this approach is not appropriate, then a resolution can be sought by more formal means.

### **FORMAL STAGE**

Where a complaint cannot be resolved informally, then the complaint should be made formally and in writing to Melanie Machin, either via email to [mmachin@c2ctrainingtd.com](mailto:mmachin@c2ctrainingtd.com) or via post to:

Melanie Machin, C2C Training Limited, Unit 7, The Derwent Business Centre, Clarke Street, Derby, DE1 2BU. You will receive an acknowledgement of receipt within 5 working days.

The letter of complaint should provide a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned and any supporting evidence. The complaint will need to be sent within eight weeks of the issue. Please note, a complaint will not normally be considered if submitted more than two months after the issue or event occurred, unless there is a valid reason as to why it could not have been raised sooner.

Upon confirmation of receipt, C2C will have 5 working days to investigate the complaint. In certain circumstances, this period of investigation may need to be extended but the individual will always be informed of this prior to extension. The extension will be no longer than 10 working days and is in place for exceptional circumstances, where more detailed investigation is required.

There are three recorded outcomes for the complaint, which are:

- 1) Accepted – C2C agree with the complaint received
- 2) Partially accepted – C2C agree with elements of the complaint
- 3) Not upheld – C2C does not agree with the complaint

Where the complaint has been accepted or partly accepted, C2C will outline the actions that are to be taken to correct any issues and put matters right. If the complaint is not upheld by C2C, a full explanation will be given in writing.

## **RIGHT TO APPEAL**

If the individual is dissatisfied with the outcome provided, they have the right to appeal on the basis that:

- 1) New evidence has come to light that supports the original claim
- 2) Not all of the evidence was considered when coming to a conclusion
- 3) Other procedural irregularity in the process

The appeal should be logged on the appeals form and sent either via email to Ian Shiers, either via email to [ishiers@c2ctrainingltd.com](mailto:ishiers@c2ctrainingltd.com) or via post to: Ian Shiers, C2C Training Limited, Unit 7, The Derwent Business Centre, Clarke Street, Derby, DE1 2BU. You will receive an acknowledgement of receipt within 5 working days and the final outcome decision within a further 10 working days.

## **COMPLAINING OUTSIDE OF C2C**

If a satisfactory resolution has still not been achieved, then individuals have the right to complain to external sources.

For individuals/employers that are funded by C2C's regulatory body, the Education and Skills Funding Agency (ESFA), further support and resolution can be given from the ESFA.

Please note, the ESFA will only review complaints when the individual has fully exhausted C2C's complaints procedure, and has the necessary evidence needed to support this.

Full details of the ESFA's complaints and reporting procedure can be found here:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>