



COMPLAINTS PROCEDURE AND PROCESS

Purpose

To ensure that TWP are informed of any inconsistency in our delivery, performance, conduct or service to a whole range of our customers, internal and external, and that they are followed through to a satisfactory conclusion.

Scope

All complaints received from customers, internal and external, and in particular learners and employers.

Responsibilities

THE PERSON THAT RECEIVES THE COMPLAINT

Is responsible for:

1. Routing the call/email to SMT, if a formal complaint is being made, or, if the complaint is at the informal stage, for prompt action and follow up.

TUTORS

Are responsible for:

1. Logging all incoming official complaints on the Customer Complaints Log.
2. Completing a Complaint Record form with the complainant, over the telephone, and sending a copy of the Complaints Procedure by email.
3. Emailing new Complaint Record to the relevant manager
4. Routing all Safeguarding complaints to the relevant DSO or the LDSO.
5. Monitoring the enquiries@ email inbox for any customer complaints.
6. Identifying complaints in customer feedback and questionnaires, as this is the most likely place to receive a complaint.

The 'appropriate' Manager (depending on the nature of the complaint)

Is responsible for:

1. Investigating all complaints and identifying a possible potential resolution with the customer.
2. Confirming the outcome from the complaint either by telephone or, if necessary, in writing to the customer.
3. Ensuring completion of the Complaint Record and addition to the Customer Complaints Log.

4. Escalating the complaint to the Manager where a resolution has not been obtained or to the SMT when the complaint has any connection with Safeguarding or Prevent concerns.

Measurements

All complaints should be investigated and the complainant contacted to resolve the complaint within 7 days. If the complaint cannot be resolved over the telephone then a visit will be arranged.

Quality Assurance/Inspection

The Complaints Records will be reviewed as part of TWP Quality Assurance arrangements

Process

1. Informal Stage - The complainant in the first instance raises any concerns regarding the service provided with either their TWP Tutor or area assessor, so that any issues can be resolved / understood. The customer may choose to contact Head office initially with their complaint.
2. TWP Tutor will discuss the complaint with their Manager if it is a complex/serious matter and further guidance is required.
3. Formal Stage - If the issue cannot be resolved, the formal procedure will be commenced. A Complaint Record will be completed by the Manager or TWP Tutor (the Tutor must ensure the Complaint Record is sent to the Manager immediately for investigation).

If the complainant contacts TWP Head Office directly, the complaint will be logged and a Complaint Record completed by SMT. This will be forwarded to the appropriate Manager to investigate.

4. All formal complaints are required to be recorded in writing.
5. The Manager will arrange with the designated administrator for the complaint to be logged on the Customer Complaints Log, and will investigate the complaint with the appropriate member of staff.
6. The Manager will contact the customer to discuss the complaint, and seek resolution. Escalation to the Senior Manager or MD may be required.
7. Where a complaint cannot be resolved by the appropriate Manager, a meeting will be arranged with the learner/employer and a member of the Senior Management Team.
8. The complaint will be discussed further and the Managing Director will make a decision on the response from TWP.

9. The appropriate Manager will contact the customer and confirm TWP response to the complaint in writing. The Complaints Record will then be completed by the SMT and the complaint closed.

Flowchart – Complaints Procedure

PLEASE SEE BELOW

