



## **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, apprentices and employers. Our complaints policy is reviewed annually with next planned review in April 2023

### **What is a Complaint?**

A complaint is an expression of dissatisfaction from you about us, or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and feedback and we use them to improve our service

### **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.

Review Date: April 2022: Next Review Date April 2023

5, Kingshouse Market Parade Gloucester GL1 1RL 01452 300 003 info@pridehair.co.uk

## **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 manger
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

Review Date: April 2022: Next Review Date April 2023

5, Kingshouse Market Parade Gloucester GL1 1RL 01452 300 003 info@pridehair.co.uk

(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.
10. Following point 9, if you wish to escalate your complaint you may contact the Education and Skills Funding Agency (ESFA). Employers may make a complaint either on their own behalf or on behalf of their apprentice where permission has been given. Apprentices and their employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries by calling 08000 150 600 or by emailing [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk) in the first instance.

[There is also additional guidance on complaints published by the ESFA on the GOV.UK website: https://www.gov.uk/complain-further-education-apprenticeship](https://www.gov.uk/complain-further-education-apprenticeship)  
You can also email your complaint to [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Signed:



Name: Deb Billington

Title: Director

Review Date: April 2022: Next Review Date April 2023

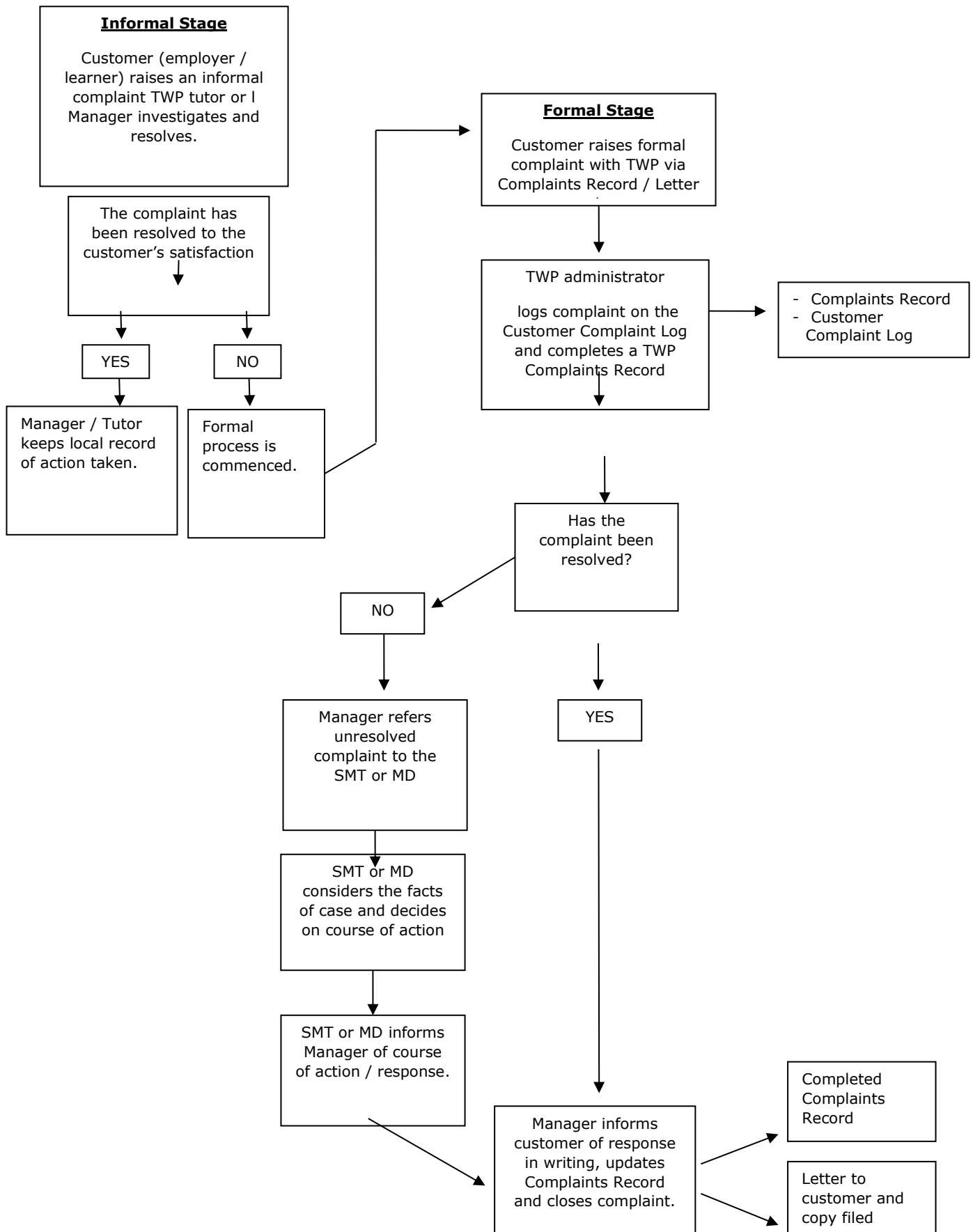
5, Kingshouse Market Parade Gloucester GL1 1RL 01452 300 003 [info@pridehair.co.uk](mailto:info@pridehair.co.uk)

## **Flowchart – Complaints Procedure**

PLEASE SEE BELOW

Review Date: April 2022: Next Review Date April 2023

5, Kingshouse Market Parade Gloucester GL1 1RL 01452 300 003 [info@pridehair.co.uk](mailto:info@pridehair.co.uk)



Review Date: April 2022: Next Review Date April 2023

5, Kingshouse Market Parade Gloucester GL1 1RL 01452 300 003 info@pridehair.co.uk