



**Together
Training**

Complaints Policy

Complaints Policy

1. Why you should tell us if something has gone wrong....

- 1.1 Together Training is committed to the continuous improvement of its services and to monitoring the standard of its provision. We therefore welcome and encourage comments, observations and feedback about the quality of services from apprentices, parents/carers, employers, visitors and all other members of the community.
- 1.2 Together Training will treat all complaints seriously, fairly, efficiently and deal with them positively and with respect.
- 1.3 We would also like to hear from you if you have any other comments or compliments about a service you have been provided. This information can also be shared through the formal comments system, or through many of the other feedback mechanisms available to students at Together Training.

2. When should you tell us if something has gone wrong....

- 2.1 The complaints procedure comprises a number of stages and can be used for complaints about the delivery and quality of services, teaching, tutorial/supervisory provision or any other matters relating to a programme of study. You should try to tell us what is wrong as soon as possible so that Together Training can look into the matter and investigate at the time.
- 2.2 In the first instance if possible you should talk to your learning coach about your concerns. Many problems are resolved informally by talking to members of staff about the issue that you have raised. If they are unable to resolve the issue or you would prefer to talk to someone else you can approach the Apprenticeship delivery Manager. If you feel at any point your concerns are not being addressed, you can make a formal complaint using the process outlined in point 3.
- 2.3 While Together Training will deal with all complaints it may be more difficult to reach a suitable outcome if complaints are not received in a timely manner.

3. What to do if you want to tell us about something that has gone wrong....

- 3.1 If you wish to make a formal complaint you should complete the Complaints Form and return it to Apprenticeship Delivery Manager. Alternatively, you can complain by other methods of communication on an agreed basis, e.g. telephone, in person or email,

3.2 If you need help to make a complaint, members of the Together Training team will be pleased to help you. You can speak to them by telephone, email or in person.

3.3 On receipt of a complaint, the Apprenticeship Delivery Manager will:

- Acknowledge your complaint by the most appropriate method of communication (e.g. email, telephone, in person)
- Refer the complaint to the most appropriate senior manager in order to resolve the complaint promptly and efficiently
- The senior manager will provide a response confirming the actions taken in writing, or by other agreed methods of communications (eg email, telephone, in person) within 10 working days
- Where complex matters require detailed investigation which may extend beyond 10 days you will be kept updated on the progress and status of your complaint

4. What to do if you are not happy with the actions taken following your complaint....

4.1 If you are not satisfied with the actions taken following your complaint, you have the right to appeal to the Managing Director. You must appeal within 15 days of receiving notification of the actions taken in response to your complaint, clearly specifying your reasons for appeal. Appeals should be made in writing, or via other methods of agreed communications (eg email, telephone, in person).

4.2 Upon receipt of an Appeal the Managing Director will respond within 10 working days in writing, or via other methods of agreed communications (e.g. email; telephone; in person).

4.3 The decision of the Managing Director is final. **4.4** If you have fully exhausted Together Trainings complaints procedure and remain dissatisfied with the outcome you can refer your complaint to The Education and Skills Funding Agency (ESFA).

4.5 If you require support to contact external agencies, members of staff working in the College's Student Services team will be pleased to help you.

5. What records will Together Training keep....

5.1 All records of complaints are kept confidentially for a minimum of three years.

- 5.2 The Managing Director will ensure that a summary confirming the nature of complaints is reported to members of the Together Training Board
- 5.3 Together Training will treat each complaint separately and will not re-visit complaints which have been closed to the satisfaction of the complainant and Together Training.

6. How will Together Training monitor complaints....

- 6.1 Together Training is committed to ensuring improved access to all customers. To that end, it monitors complaints in terms of race, gender and disability. In addition, to extend meaningful analysis to other groups of people, Together Training actively promotes and encourages a culture of disclosure.

7. How will Together Training make improvements following your complaint....

- 8.1 Together Training will provide training and development or adapt working practices, as appropriate, in order to learn from complaints and to improve the quality of its services.

| 8. Date of Issue | Authorised by | Review Date |
|------------------|---------------|----------------|
| September 2019 | Board | September 2021 |

This policy will be reviewed every two years by the Managing Director to ensure that it remains up to date and reflects the needs and practices of the organisation.

The last update was September 2019, and the next date for review is September 2021.

The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered.

Complaints Form

Please return to:

Quality Team
 Together training
 Watford Campus
 Watford
 Herts, WD17 3EZ

| | | | | | | | |
|-----------------------------|----------------|--|------------------------------------|------------------------------------|-----------------|--|----------------|
| Name: | | | | Course: (If applicable) | | | |
| Address: | | | | Campus: (If applicable) | | | |
| Contact Tele No: | | | | | | | |
| Please tick | Student | | Parent/Carer of Student | | Employer | | Visitor |

Details of Complaint (please continue on a separate page if needed):

Signed:

Date:

For further information, please visit
togethertraining.co.uk

 01923 812150

 John.McMahon@togethertraining.co.uk