

REVIEW - JUNE 24, 2020



## COMPLAINTS POLICY & PROCEDURE

SYLVIA ROBERTS LAW  
VOGAL TRAINING  
Helpston Road, Ailsworth, Peterborough, PE5 7AE

## **COMPLAINTS POLICY & PROCEDURE**

### **1. Purpose**

1.1 The Complaints Policy & Procedure enables stakeholders who have concerns and/or complaints to have them addressed in the interests of continually improving the service we offer. Through the Complaints Procedure, Vogal Training seeks to provide an accessible, fair and straightforward system which enables individuals to raise concerns and which ensures an effective, timely and appropriate response. This will also enable Vogal Training to monitor and manage the quality of services using feedback received from students, parents/carers, employers, visitors and other members of the community.

1.2 This procedure can be used by all stakeholders of Vogal Training who may be students, employers, sponsors, partner organisations, neighbours, visitors and any other members of the community served by Vogal Training.

1.3 Compliments let Vogal Training know when stakeholders are happy with a Vogal Training service and tell us when something is working well. The good practice can then be shared with other Vogal Training services.

### **2. Responsibility**

2.1 The Training Centre Manager is responsible for the administration and overall control of the Complaints Policy & Procedure.

2.2 It is Vogal Training's policy to respond formally to all complaints and the service standard is to respond within 10 working days. Any person asked to investigate a complaint is responsible for taking prompt action to do so in accordance with the service standard of 10 working days for response.

### **3. Procedure**

#### **3.1 Receipt & Recording**

3.1.1 Complaints may be made in a variety of ways (e.g. telephone, letter, visit, e-mail). Complaints in writing can be sent to **Vogal Training, Helpston Road, Ailsworth, Peterborough, PE5 7AE.**

3.1.2 All complaints will be formally recorded. The person receiving the complaint must record the following details:

- Name (person & organisation if appropriate)
- Address
- Telephone number
- Training attended (if relevant)
- Details of complaint
- Any action/outcome requested
- Complaint title

3.1.3 Alternatively, if the complainant wishes to complete the complaint detail themselves, they may be given a complaint registration form for the purpose (Appendix 1).

3.1.4 Either the complainant or the member of staff taking the complaint down should sign the complaint registration form (if appropriate)

3.1.5 The completed complaint registration form, with any relevant documentation, should be forwarded to the Training Centre Manager via e-mail or post using the addresses provided in this policy.

### **3.2 Registration**

3.2.1 All complaints will be logged by the Training Centre Manager.

3.2.2 The Training centre Manager will allocate a reference number and classify the complaint for reporting purposes.

3.2.3 The Training Centre Manager will determine who should be assigned the responsibility to investigate/resolve the complaint and record this on the complaint form.

3.2.4 The Training Centre Manager will send an acknowledgement letter or email to the complainant within 3 working days of receipt of the complaint, enclosing or attaching a copy of the Complaints Procedure.

3.2.5 On the same day as the acknowledgement is sent, the Training Centre Manager will send an e-mail to the Managing Director confirming details of the complaint. Complaints referring to a staff member or members will be copied to Human Resources (HR) and the complaint will be investigated by the Training Centre Manager.

### **3.3 Investigation & Resolution**

3.3.1 The Training Centre Manager must co-ordinate the investigation including responding to the complainant, with the aim of closing the complaint within 10 working days. If it is apparent that this will not be possible, they must inform the complainant and the Managing Director of the expected timescale, within the 10 working days.

3.3.2 If the complaint is about a member or members of staff, the Training Centre Manager will need to liaise with HR to ensure that the correct investigation methodology is followed.

3.3.3 The investigation of the issues raised in the complaint will be carried out and the investigating individual will:

- Record findings
- Agree action to be taken (NB: The Training Centre Manager is also responsible for ensuring implementation of the action plan and confirming this with the Managing Director when completed)
- Draft a written response to the complainant (summarising resolution and closure of complaint) and send via email to the Training Centre Manager for approval prior to sending out (when the Training Centre Manager is not the investigator).

3.3.4 The Training Centre Manager will approve the response, after discussion with the investigating staff member if required. They will then:

- Forward approved response to the complainant
- Copy the final response to the Managing Director
- Where complaints refer to a staff member, send a copy of the response and all investigation documentation to HR
- Confirm closure of the complaint

3.3.5 If the investigation identifies that actions are required to rectify the issues raised in the complaint, the Training Centre Manager will:

- Manage, monitor and close necessary action
- Confirm completion of the action to the complainant and copy in/inform the Managing Director
- If the outcome potentially requires Disciplinary action, HR will take this process forward

### **3.4 Referral and review**

3.4.1 If the complainant is not satisfied with the response or action taken, the complainant must provide the Training Centre Manager with the reasons for this. The Training Centre Manager will then refer the complaint to the Managing Director for consideration. The Managing Director will consider the details within the complaint file and, if necessary, investigate further before writing to the complainant with a final outcome within 10 working days of receiving the request for review.

3.4.2 If the complainant is still not satisfied, they can then refer their complaint to:

- The Education and Skills Funding Agency (ESFA) – you should contact the ESFA if your complaint refers to any Apprenticeship aspect of your education at Vogal Training – [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

**Website** - [www.gov.uk/complain-further-education-apprenticeship](http://www.gov.uk/complain-further-education-apprenticeship)

### **3.5 Management Review**

3.5.1 All records of complaints will remain confidential. Vogal will treat each complaint separately and will not revisit complaints which have been closed to the satisfaction of the Complainant and Vogal Training.

3.5.2 Vogal Training is committed to ensuring fair and improved access for all students therefore the business will monitor complaints in terms of race, gender & disability and other groups of people to create and ensure a culture of disclosure.

3.5.3 Vogal Training is committed to learning from complaints to improve the quality of Vogal Training services through quality assurance processes

3.5.4 The Training Centre Manager will produce an annual summary and analysis report for review by the Vogal Group Board.

3.5.5 The policy will be reviewed annually and updated accordingly by the Training Centre Manager.



**How to contact us**

The first line of complaint is the Tutor of the Apprentice. All employers and Apprentices are provided with these contact details at enrolment. Additional contact details are available as follows:

**Telephone** – 01733 380929

**General Email** – [admin@vogaltraining.co.uk](mailto:admin@vogaltraining.co.uk)

**Training Centre Manager** – [sylvia@vogaltraining.co.uk](mailto:sylvia@vogaltraining.co.uk)

**Address** – Vogal Training, Helpston Road, Ailsworth, Peterborough, Cambridgeshire, PE5 7AE.

**Website** – [www.vogaltraining.co.uk](http://www.vogaltraining.co.uk)

<http://www.vogaltraining.co.uk/wp-content/uploads/2019/12/Vogal-Training-Complaints-Policy-Procedure-June-2019-V2-PDF.pdf>

# Complaint Form

## 1. Your Details

Full Name	Company	Role / Job Title

Email	Phone Number	Date

<b>Address</b>	
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<b>Nature of Complaint</b>	
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<b>Outcome Requested</b>	
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<b>External Referral (if required)</b>	
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<b>Action Taken</b>	
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<b>Complaint Received / Recorded By</b>	
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<b>Date</b>	
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