

COMPLAINTS GUIDANCE DOCUMENT

Introduction

JB Skills Training is committed to providing the best possible service, and we recognise that occasionally customers may feel that they have cause to complain about the service they have received.

We encourage feedback from all customers, including complaints and have developed a complaints guidance and procedure, which details how individual complaints will be handled.

If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our complaints guidance.

Aim

JB Skills Training aims to resolve complaints quickly, fairly and effectively.

JB Skills Training will

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and result of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of the right to complain to the Skills Funding Agency if they remain dissatisfied after their complaint has been through all stages of the internal complaints procedure

JB Skills Training Complaints guidance and procedure will be readily available to customers.

Monitoring

JB Skills Training is committed to continuous improvement in service delivery.

- JB Skills Training will make it easy and straightforward for you to make a complaint
- JB Skills Training will endeavour to respond to your complaint within the timescales and keep you informed
- JB Skills Training will ensure that you have a full explanation to your complaint in your preferred format
- JB Skills Training will tell you if changes have been made to services following your complaint
- JB Skills Training will review our policy at regular intervals

Responsibility

The Operations Director is responsible for developing and encouraging good customer care handling practice.

Compliance with the Complaints guidance is the responsibility of all members of the company.

Communication

The JB Skills Training Complaints guidance is available in hard copy, and via our internal on-line system. Please contact the Quality and Performance Manager if you wish to access this document in another format.

Equality & Diversity

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Customers have the right to express dissatisfaction with the services they receive from JB Skills Training. Customers using this guidance can expect to be treated fairly and without discrimination.

Procedure

All customers have the right to complain and appeal against any aspect of service delivery. JB Skills Training Ltd supports our customers when they feel that our service has fallen below their expectations. Each complaint or appeal will be dealt in a professional and courteous manner by a relevant member of staff. The nature of the complaint or appeal will determine which member of staff will investigate and take action

Stage 1

Complaints must be made in writing, clearly stating why the complaint is being made.

If the written complaint is in relation to assessment decisions this should be forwarded to the respective Delivery Manager

All other complaints should be forwarded to the Operations Director



Stage 2

The relevant staff member passes the written complaint to the Operations Director, who must agree a date to meet/phone the complainant to discuss and, if possible, resolve the complaint.



Stage 3

If the complaint is not resolved at Stage 2, either route A or B is followed, as appropriate.

Route A

If the complaint takes the form of an appeal on an assessment issue e.g. against an assessment decision, then the assessment decisions appeals procedure is to be followed. See below.

Route B

If the complaint does not take the form of an assessment decision appeal the Operations Director will convene a complaints panel to review the complaint within 10 working days of the Stage 2 meeting.



The panel will investigate the complaint and their decision must be sent to all parties within 10 working days of the panel meeting.

If the complaint is still not resolved, then it can be escalated to the Managing Director and the CEO of JB Skills Training.

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The Appeals Process (assessment decisions)

Stage 1

All appeals must be made in writing, clearly stating why the appeal is being made.

Candidates can make an appeal against an assessment decision within 20 days of an assessment decision being made.

The written appeal can be handed to the relevant training adviser or sent directly to the Delivery Manager



Stage 2

If stage 1 is not resolved the appeal will be passed to the internal quality assurer within 5 working days.



Stage 3

If the appeal is not resolved at Stage 2, the internal quality assurer will meet with the Operations Director, who will investigate further and if necessary talk to the complainant within 5 working days.



Stage 4

If the appeal is not resolved at Stage 3, it will be passed to the relevant awarding body or the qualification regulator. Following their investigation, the decision is final.

Guidance review

The Operations Director is responsible for the annual review of this guidance.