

Feedback, Compliments and Complaints Policy

Version number	Purpose/Change	Lead	Review date	Next review
6	Change of recipient in Stage 3 of process to Executive Team	Sandra Wakefield	21.08.2024	August 2024
5	Annual Review	Sandra Wakefield	23.04.2024	April 2025
4	Review	Sarah McCarthy	02.05.2023	May 2024
3	Review	Daisy Deaville	10.10.2022	Oct 2023
2	Review and doc controlled	Sam Wilson/ Gina Gatty	10.12.2021	Dec 2022
1	In place	Sam Wilson/ Gina Gatty	Feb 2021	Feb 2022

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1. Introduction

The Company is committed to providing an efficient and responsive service to all our customers and stakeholders. By collecting feedback, we aim to continue to improve our service to our customers and stakeholders – by listening and responding to your feedback, including compliments and complaints.

The Company collects feedback in a variety of ways - surveys, course evaluation forms, social media, etc. We view feedback as an opportunity to improve our customer satisfaction across all areas of the organisation.

Our policy is:

- to provide a fair customer feedback, compliments and complaints policy and procedure which is clear and easy to use for anyone wishing to give feedback and/or make a compliment or complaint
- to publicise the existence of our customer feedback, compliments and complaints policy and procedure so that people know how to contact us to give feedback and/or make a compliment or complaint
- to make sure everyone within the Company knows what to do if feedback, a compliment, or complaint is received
- to make sure all complaints are investigated fairly and in a timely manner
- to make sure that complaints are, wherever possible, resolved, and good relationships are maintained
- to gather information which helps us to improve what we do.

2. Definitions

Feedback is *“information about reactions to a product, a person’s performance of a task, etc. which is used as a basis for improvement”*

A **compliment** is a “polite expression of praise, commendation or admiration”

A **complaint** is “any expression of dissatisfaction,” whether justified or not, about any aspect of the Company’s services.

3. **Confidentiality**

All information relating to feedback, including compliments or complaints, will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

4. **Monitoring and Review**

The Quality team monitor the understanding and application of the policy and procedure and evaluate the effectiveness of this policy on an annual basis. Feedback, including compliments and complaints are evaluated quarterly to identify any trends which may indicate a need to take further action.

5. **General Customer Feedback, Compliments and Complaints Procedure**

Feedback, including compliments or complaints can be made verbally, by phone, by email or in writing.

6. **Customer Feedback and Compliments Procedure**

Stage 1: Feedback/compliment is received by the known point of contact

Stage 2: Feedback/compliment is then given to the relevant team/person

Stage 3: Feedback/compliment is also logged with *Quality* for recording and evaluation.

Written, postal compliments and/or complaints may be sent to:

**Heritage Exchange
Wellington Mill
64 Plover Road
Huddersfield
HD3 3HR.
FAO: Quality**

or electronically, via email to quality@woodspeentraining.co.uk

Verbal compliments and complaints may be made by phone or in person, to the known point of contact.

7. **Complaints Procedure**

Stage 1: informal – the complaint is made to one known point of contact (Skills Tutor, line manager or the person who, in the complainant opinion, is responsible for the problem or could do something about it)

Stage 2: formal – if complaint is not resolved at stage 1, the complaint can be taken (verbally or in writing) to the quality@woodspeentraining.co.uk who will log the complaint and identify who is the person or team with the authority to resolve the complaint. The complaint will be acknowledged within 5 working days and an outcome to the investigation will be provided within 15 working days from the receipt of the complaint.

Stage 3: official - if complainant is not satisfied with the outcome at stage 2, the complaint can be sent in writing within five working days of receipt to any member of the Executive Team, at **Woodspeen Training postal address (FAO: Executive Team, Heritage Exchange, Wellington Mill, 64 Plover Road, Huddersfield. HD3 3HR)** or emailing quality@woodspeentraining.co.uk.

The Executive Team will reply within 10 working days from the receipt of the appeal correspondence.

Stage 4: unresolved complaint taken further (outside of the Company): if your complaint could not be resolved through the above Company internal procedure, the complaint can be escalated further. All the information needed is on the link below:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Once resolved, details of action taken should be recorded into form *Compliment and Complaint Form (Appendix 1)* please pass the completed form to the *Head of Quality* or send it to quality@woodspeentraining.co.uk for storage and evaluation.

8. Review Process

This policy will be reviewed at least annually, and updates included as required to ensure effective delivery integrity is maintained across all our training programmes.

9. Appendix1: Compliment and/or Complaint Form

Compliment/Complaint reference number (office use only)	
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Name of person making the complaint / compliment	
Contact details (e.g., phone number/email address)	

Details of Compliment / Complaint (include dates, witnesses, etc., attach any relevant evidence)

Name of person who received the compliment /complaint		Date	
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Action taken (office use only)

Name of member of staff within the Quality department handling compliment / complaint:	
Signature:	Date