

Complaints policy

This policy is designed to clarify the procedure both for those making a complaint and Just Electrical Training staff in managing complaints.

1. Policy Statement

1.1 Just Electrical Training is committed to ensuring that any complaints received are addressed in an open, transparent and equitable way, to the satisfaction of all parties involved. Just Electrical Training welcomes the opportunity to investigate and deal with any shortcomings in its services, seeking to continuously learn and improve.

2. Complaints Policy

2.1 Just Electrical Training LTD will deal with legitimate complaints in a fair, prompt and objective way. Complaints will be dealt with without recrimination or bias, and learners will not be disadvantaged by raising a complaint. All information will be kept in strict confidence, shared only on a need-to-know basis. We will respond supportively and constructively to complaints, signposting objectively as appropriate.

2.2 This policy is designed to address general complaints where the delivery of a training service has resulted in the complainant experiencing injustice or hardship. Any complaints received in areas covered by other specific policies or procedures will be addressed in accordance with those policies and procedures. The complainant will be notified which policy and procedure will be used to address their complaint.

2.3 Just Electrical Training LTD will be impartial and non-discriminatory in its treatment of all those who complain, irrespective of age, gender, sexual orientation, religion, ethnicity and disability. We seek to constantly improve our delivery, welcoming feedback in order to deliver a high-quality experience and outcomes for our team and learners.

2.4 Complaints will be dealt with promptly, accurately and constructively. All complaints will be dealt with in confidence, but shared with the individual who may be the subject of complaint, in order to investigate fully. The outcomes of any complaint will only be shared with those essential to its resolution, for data protection and privacy. Complaints made which, on investigation, turn out to be false or malicious, may result in removal from the programme of learning, or disciplinary action.

2.5 The Training Manager, as Complaints Officer, has overall responsibility for complaints and may nominate another competent person to investigate the complaint.

2.6 If the complaint is regarding the Training Manager, then the Complaints Officer will be another nominated staff member from Just Electrical Training.

3. Scope of Complaints

- 3.1 The policy deals with complaints arising from:
- 3.2 Delivery (or lack thereof) of academic services or training, including teaching, course content, tutoring and learner support
- 3.3 Incorrect or misleading information about services provided by the training organisation
- 3.4 Delivery (or lack thereof) of support services provided by the training organisation including administration of fees and grants, enrolment and examination registration.
- 3.5 Unacceptable behaviour, including discrimination.

4. When we receive a complaint

As complaints can potentially cover a wide variety of topics the following are general points on how we will manage a complaint. Our commitment is to:

- 4.1 Take all complaints seriously. Whatever the subject of the complaint, by complaining, the complainant has attached value to the subject and this should be respected by all involved.
- 4.2 Remain Professional. If a complaint relates to you, please remember that you are responding as a member of staff and not as an individual. In these circumstances, it is perfectly reasonable to refer the individual to the information contained in section 5 below.
- 4.3 Clear Communication. If a complaint cannot be resolved informally, locally and immediately, the complainant should be informed about the complaints process, when a response may be expected and the method to be used for communicating.

5. How to take a complaint forward

- 5.1 The governing principle of complaints handling is to resolve complaints quickly when they occur, and we encourage complainants to make their initial approach to the individual in the area of the organisation related to the complaint.
- 5.2 Just Electrical Training does recognise that in some instances, the complainant may not be comfortable with this as an initial approach, and in these circumstances complainants are advised to seek support with their complaint from a suitable external organisation such as City & Guilds, Connexions or the Learning & Skills Council.
- 5.3 The complainant should submit the complaint to the Complaints Officer on email or on paper.
- 5.4 The complaint should provide as much detail as possible, including full contact details for the complainant.
- 5.5 The date of the incident resulting in the complaint.
- 5.6 The impact of the incident upon the complainant.
- 5.7 What action the complainant would like to see occur.

5.8 All complaints should be made within 2 months of the occurrence. Any complaints submitted after this period may not be investigated unless the individual can demonstrate a valid exceptional reason, such as medical grounds, for the delay.

5.9 The Complaints Officer will acknowledge receipt of the complaint within 10 working days, and will normally investigate and respond to the complaint within 28 working days. If the response is anticipated to take longer, the complainant will be informed of the reasons for the delay and the anticipated response time. In cases where the complaint cannot be investigated, the complainant will be informed of the reasons why it cannot be taken further.

6. Unresolved Complaints

6.1 Should the complainant remain unsatisfied with the outcome then they may seek legal support through a solicitor or the Citizen's Advice Bureau.

7. Monitoring

7.1 It is essential that complaints are resolved promptly.

7.2 The Complaints Officer will maintain a schedule of complaints received and will produce an annual report based on this data, covering the following items:

7.3 Number of complaints of each type

7.4 Time taken to process complaints

7.5 List of outstanding complaints

7.6 Outcomes of complaints

7.7 Analysis of complaints and outcomes by age, gender and ethnicity of complainant, where these specifics were provided.

7.8 The Complaints Officer will hold a record of all complaints for 2 years for audit purposes.

8. Review of Policy

This policy will be annually reviewed by the Training Manager.