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## Compliments and Complaints Policy

### 1.0 Scope

This policy applies to Talented Training.

### 2.0 Policy Aims

This policy and procedure describe the framework and process that operates within Talented Training.

### 3.0 Principles of the Policy

#### 3.1 Compliments and Feedback

**Definition:** Talented Training defines a compliment as 'any expression of thanks or positive feedback that relates to Talented Training and its service'.

**Purpose:** Receiving compliments supports Talented Training in recognising and rewarding excellent members of staff; recognising outstanding practice and sharing this to provide a consistently high level of service as they strive for excellence in delivery.

#### **Responsibilities and organisation**

A customer's responsibility is to:

- Take advantage of the feedback opportunities presented to them
- Communicate and share their experience wherever they feel compelled to

do so Talented Training responsibility will be to:

- Respond positively and proactively to any compliments received
- Recognise staff for the excellent practice reported
- Record or share compliments via the [aimee@talentedtraining.co.uk](mailto:aimee@talentedtraining.co.uk) email address
- Recognise any learning opportunities within the feedback provided i.e. what our customers want and need
- Share learning and best practice through the most appropriate vehicle i.e. Standardisation, monthly comms, staff training etc.

#### **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the customer and Talented Training maintain confidentiality. However, should Talented Training wish to use the compliment to promote their services or share experience, permission will be sought from the customer.

#### **Monitoring and reporting**

Any compliments received will be recorded centrally and reviewed quarterly by the Professional Standards and Development team to inform the self-assessment and quality improvement planning processes.

Talented Training is committed to providing a quality service for its learners and working in an open and accountable way that builds the trust and respect of all our stakeholders.

One of the ways in which we continue to improve our service is by listening and responding to the views of our learners, staff, customers and stakeholders, by monitoring compliments received and complaints to ensure we apply learning in our practice.

In receiving compliments about our delivery or service we aim to ensure that:

- Providing feedback is as easy as possible by ensuring a variety of feedback opportunities
- We recognise the good practice identified and proactively share this across the organisation
- We seek to ensure this quality is consistent across our service

Our aims are to:

- Respond positively to all compliments received
- Recognise the staff members involved for good practice
- Use this information, where applicable to inform improvements, development and staff training

All compliments and feedback received should be notified via [aimee@talentedtraining.co.uk](mailto:aimee@talentedtraining.co.uk)

### **3.2 Complaints**

**Definition:** Talented Training defines a complaint as ‘any expression of dissatisfaction that relates to Talented Training and that requires a response’.

**Purpose:** The complaints procedure is intended to ensure that all complaints are managed fairly, consistently, and wherever possible, resolved to the complainant’s satisfaction

#### **Responsibilities and organisation**

A complainant’s responsibility is to:

- Raise their issue or complaint with a member of Talented Training staff (Skills Coach, Instructor or contact name provided) to allow Talented Training to find a resolution
- If the issue is not resolved, bring their complaint, in writing, to Talented Training attention
- Explain the problem as clearly and as fully as possible, including any action taken
- Allow Talented Training 20 days to respond to the complaint at the initial stage
- Recognise that some circumstances may be beyond Talented Training control

Talented Training responsibility will be to:

In receiving complaints about our delivery or service we aim to ensure that:

- We acknowledge receipt of the complaint within 5 working days
- We respond positively to complaints, and correct any mistakes
- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We communicate any improvement action taken as a result of the complaint.
- We learn from complaints, use them to improve our service, and review our complaints policy and procedures annually.

Our aims are to:

- Resolve informal concerns quickly
- Enable mediation where appropriate between the complainant and the individual to whom the complaint has been referred.
- Provide a written response to the concerns raised.

An informal resolution is encouraged when it can be achieved; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

- When an informal complaint is received, details must be sent to [aimee@talentedtraining.co.uk](mailto:aimee@talentedtraining.co.uk)
- Where not resolved at informal stage, the Talented Training Quality and Curriculum Manager will acknowledge the formal complaint within 5 days of receipt

- Respond in writing within 25 working days of the acknowledgement
- Deal responsibly and sensitively with the complaint
- Take action where appropriate.

### **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Talented Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality, with each complaint being judged on its own merit. Should this be the case, the situation will be explained to the complainant.

### **Monitoring and reporting**

Monthly complaints data will be provided to the Talented Training Management Team as required for sharing with the committee.

Any complaints and issues resolved will be recorded centrally and reviewed quarterly by the Professional Standards and Development team to inform the self-assessment and quality improvement planning processes. Quarterly reports to be shared with the Talented Training Directors and Committee.

### **Complaints about 3<sup>rd</sup> Parties or Partners**

When we received a complaint that relates to a 3<sup>rd</sup> party or a business partner we will:

- Acknowledge receipt of the complaint, within 5 working days
- Explain who the complaint has been passed to and why
- Liaise with the complainant and the 3<sup>rd</sup> Party/Partner to ensure resolution
- Record the complaint so that themes are recognised and monitored

### **Feedback Surveys**

Feedback Surveys from participants and employers will be reviewed monthly to ensure that any issues raised are addressed and if appropriate logged as complaints. This would only be with the agreement of the participant or employer. This will be logged as a received complaint once agreement has been reached. If the participant or employer does not agree to cooperate with the investigation, the Professional Standards and Development team may still decide that the concerns require an internal investigation, but this will not be logged as a complaint.

### **Unacceptable Behaviour**

Talented Training have a duty to ensure the safety and welfare of our staff. We are committed to dealing with all complainants fairly and impartially. However, we do not expect our staff to tolerate behaviour by complainants, which is unacceptable. For example, behaviour, which is deemed to be abusive, offensive, or threatening, or communication of an unreasonably persistent nature, or with unreasonable demands. We will take the necessary action to protect our staff from that behaviour.

## **4.0 Complaints Procedure**

### **Informal Stage**

In the first instance, you should try to resolve the issue informally by contacting the member of staff who dealt with you, or their manager, so that they have a chance to put things right. If you make this contact by email or letter ([aimee@talentedtrainingco.uk](mailto:aimee@talentedtrainingco.uk) The Centre Manager, Talented Training Ltd, 11 York Place, Leeds, LS1 2DS) you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. Support is available to anyone accessing the complaints process, including, but not limited to providing information and correspondence in alternative languages and scribing support for those that need it. Additional support during the process can be requested and agreed on a case-by-case basis, for example an advocate. This would not be in a legal capacity.

Informal complaints will be acknowledged within 5 working days. A written response will be provided within 15 working days of the acknowledgement.

### Formal Stage

If you are not satisfied with the initial response to the complaint, then you can write to the Quality and Curriculum Department at [mona@talentedtraining.co.uk](mailto:mona@talentedtraining.co.uk) who will carry out a full investigation and ensure that Talented Training Director reviews the complaint and the response. You can expect the complaints team to acknowledge your complaint within 5 working days of receipt and respond fully within 25 working days. Talented Training aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, when a full reply can be expected, and from whom.

### Appeal Stage

If you are not satisfied with the Formal reply then you have the option of requesting the investigation is reviewed by an appeal panel, stating the reason why you are dissatisfied with the outcome. You must do this within 10 working days of receiving the formal written response. The request to escalate will be acknowledged within 5 working days. A panel will be convened to review the formal investigation and a written response will be provided, within 25 working days of the acknowledgement, to inform you of outcome. If you remain dissatisfied, customers may be able to seek resolution and investigation using an independent organisation who will function as an arbiter to broker resolution. Contact details will be provided to you at the time of the written response, if applicable.

## 5.0 Document Control

Below is the change history and document 'sign off' information.

### 5.1 Version Control

Record of Amendments		
Version Number	Date of Issue	Detail of Change
V1.0	Mar 2024	Policy Re-write and issue.

### 5.2 Next Review Date

The next scheduled review of this document will be March 2025 or earlier if there is a need for an additional review.

### 5.3 Document Authorised

Document Authorisation		
Name and Position	Signature	Date
Mona Palmer Quality and Curriculum Manager	Mona Palmer	27 March 2024