

## **Complaints and Feedback Policy**

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## **Complaints and Feedback Policy**

### **1.0 Introduction**

Talented Training is committed to providing high quality services to its learners. We value feedback and complaints as an opportunity to improve our services. We strive to provide a fair, efficient and effective process for handling feedback, concerns and complaints to resolve any issues in a timely and satisfactory manner.

### **1.1 Purpose**

The purpose of this policy is to provide a clear and consistent approach for all stakeholders to provide feedback and raise any concerns or complaints about Talented Training, and to outline the process which Talented Training will handle and respond to such feedback, concerns and complaints.

### **1.2 Scope**

This policy applies to all stakeholders of Talented Training, including learners. This policy covers all feedback and complaints relating to Talented Training, including but not limited to:

- qualifications and assessments – issues relating to the content, format, delivery, or assessment of qualifications
- accreditation and certification – issues relating to the accreditation and certification process, including but not limited to recognition of prior learning (RPL), moderation, and certification
- resources – the physical and virtual resources provided to support with the delivery of qualifications
- website, digital platforms and online services - any issues relating to the functionality, usability, and accessibility of Talented Training website and other online services
- marketing and communications – any issues relating to Talented Training's marketing and communication materials
- policies and procedures – any issues relating to the effectiveness of Talented Training's policies and procedures
- customer service – any issues relating to the service provided by Talented Training.

This policy does not cover:

- requests for information under the Data Protection Act 2018
- requests made under the Freedom of Information Act 2000.

### **1.3 Responsibilities**

All managers and leaders of Talented Training are responsible for ensuring this policy is followed.

### **2.0 Process**

All feedback and complaints will be handled confidentially and will be handled in accordance with Talented Training's Data Protection Policy. Personal data will be collected,

used and retained in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

It is important to note that throughout the complaint process, customers will be treated with respect, and their complaints will be handled in a confidential and impartial manner. Talented Training will ensure that all complaints are thoroughly investigated and that appropriate actions are taken to resolve the issue.

Additionally, Talented Training will keep a record of feedback, concerns and complaints received and will use this information to identify any trends and areas for improvement.

## **2.1 Feedback**

Feedback can be provided through various channels such as email, phone, feedback surveys, or in person. Where appropriate, we may contact you regarding your feedback to gain more information. We will regularly review feedback trends, using the information to make improvements.

## **2.2 Complaint Procedure**

### *Stage 1*

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 still wish to make a complaint, please do so by email or letter to the Centre Manager using the below details:

Email: [aimee@talentedtraining.co.uk](mailto:aimee@talentedtraining.co.uk)

Address: The Centre Manager, Talented Training Ltd, 11 York Place, Leeds, LS1 2DS

Please make sure you 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.

### *Stage 2*

If you are not satisfied with the initial response to the complaint, then you can write or email to the Quality and Adult Skills Lead at the below details:

Email: [laura@talentedtraining.co.uk](mailto:laura@talentedtraining.co.uk)

Address: Quality and Adult Skills Lead, Talented Training Ltd, 11 York Place, Leeds, LS1 2DS

The Quality and Adult Skills Lead will carry out a full investigation.

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, the 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.

### **2.3 Review of the Complaint**

In the unlikely event that you are not satisfied with the outcome of the complaint, you can request a review of the complaint. The Contract & Operations Manager and Managing Director will conduct a review, including all relevant documentation, and will provide a response within 10 working days of receipt, unless there are exceptional circumstances that require more time – in which case, we will keep you informed of the progress of the review. The response will include the outcome of the review and, where relevant, any steps to be taken to resolve the issue and our aim to prevent it from happening again in the future.

### **2.4 Escalation**

If you remain dissatisfied, customers may be able to seek resolution and investigation either via the Awarding Organisation or using an independent organisation, depending on the nature of the complaint. Contact details will be provided to you at the time of the written response, if applicable.

### **2.5 Complaints about 3rd Parties or Partners**

When we received a complaint that relates to a 3rd 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 3rd Party/Partner to ensure resolution
- Record the complaint so that themes are recognised and monitored

### **2.6 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 unacceptable behaviour by complainants. 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.

### **3.0 Monitoring**

Talented Training will record all complaints and feedback on the 'Complaints/Feedback Log' to be able to identify trends and areas for improvement as well as ensure that the complaints procedure is effective. Talented Training will continuously review and update

this policy to make sure it remains effective, relevant and aligned with changes in legislation or regulations.

#### **4.0 Data Retention**

Any data held in relation to the complaints and feedback policy will be held in our internal system and will be disposed of in line with our current data retention policy.

#### **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.
V2.0	Mar 2025	Policy updated.

##### **5.2 Next Review Date**

The next scheduled review of this document will be March 2026 or earlier if there is a need for an additional review.

##### **5.3 Document Authorised**

Document Authorisation		
Name and Position	Signature	Date
Laura Jambawai Quality and Adult Skills Lead	Laura Jambawai	20 March 2025