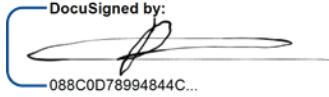



Learner and Employer Complaints Procedure

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Approved by:	 Charlotte White

Policy Statement

At High Ridge Training Group, our commitment to providing high-quality training services is matched by our dedication to addressing concerns and complaints from our clients and stakeholders. This policy outlines our procedure for recording, assessing, handling, and investigating all expressions of dissatisfaction and complaints received by High Ridge Training

Purpose

This policy serves to provide a clear statement of intent regarding our approach to handling complaints and ensuring a satisfactory outcome for all who raise concerns. It sets the standards for our internal complaint handling procedures and staff support when dealing with complaints in various formats - face-to-face, written, or over the phone, where applicable

Scope

This policy pertains to any expression of dissatisfaction with High Ridge Training, whether it concerns a service provided or a member of our staff. It is designed to ensure that staff dealing with areas covered by this policy comply with legal, regulatory, contractual, and business expectations.

Objectives

Our objectives regarding the handling of expressions of dissatisfaction and complaints are as follows:

EXPRESSION OF DISSATISFACTION

For the purposes of this policy, an “expression of dissatisfaction” is defined by the use of high-emotive words or tone of communication from anyone with regards to action or inaction by High Ridge Training. High-emotive words include (but are not limited to) “appalled/appalling”, “disappointed/disappointing”,

“horrified/horrifying”.

High Ridge Training’s objectives for internal handling of expressions of dissatisfaction are:

- To resolve an expression of dissatisfaction informally, where possible (e.g. by phone) within **7 working days**
- To resolve all expressions of dissatisfaction regardless of how they are received, including phone, e-mail, face to face, survey response
- To escalate expressions of dissatisfaction to a complaint where:
 - o A specific request has been made to raise a complaint
 - o The concern relates to the handling of dissatisfaction or complaint
- To always provide the person expressing dissatisfaction with the means of raising a formal complaint, should they wish
- All dissatisfaction records will be used to revise company procedures and to improve communication and business practices where applicable
- All dissatisfaction records will be reported to SLT monthly to identify trends and mitigate reoccurrence or escalation

FORMAL COMPLAINT

For the purposes of this policy, a “complaint” is defined as any expression of dissatisfaction where it is clear the individual expects us to identify the cause of the problem and provide a resolution. The individual does not have to formally address their communication as an official/formal complaint for High Ridge Training to treat the incident as a complaint and to follow the related procedures.

High Ridge Training’s objectives for internal complaint handling are:

- Complaints will be formally acknowledged, (eg by email) within **7 working days**
- Complaints will be investigated and responded to within a maximum of **28 working days** from the initial customer contact. If for any reason this timeframe needs to be extended it will be communicated
- Complaint responses will be provided in writing
- Complaint procedures will be available via the High Ridge Training website as well as via written or verbal request
- All complaints will be investigated by a senior member of staff and a full outcome summary provided to SLT
- All complaint records will be used to revise company procedures and to improve communication and business practices where applicable
- All complaint records will be reported to SLT monthly to identify trends and mitigate

reoccurrence or escalation

Handling Process

High Ridge Training's objectives for the expressions of dissatisfaction and complaint handling process are:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To ensure that our complaints procedure is fully accessible so that people know how to contact us to make a complaint
- To ensure everyone at High Ridge Training understands the definition of, and difference between, an expression of dissatisfaction and complaint
- To make sure everyone at High Ridge Training knows what to do if an expression of dissatisfaction or complaint is received and how to escalate a complaint
- To gather and record information which helps us to improve what we do
- To make sure all complaints are investigated fairly and in a timely way

Procedures & Guidelines

Individuals who request High Ridge Training's complaint handling procedure will be provided a copy of the procedure. Complaints can be raised in any format or media.

HOW TO RAISE A COMPLAINT

Individuals can make a complaint in whichever way is easiest for them, for example by telephone, e-mail, or letter. Individuals who would prefer to make a verbal complaint can telephone High Ridge Training on 0330 236 9118

Individuals who would prefer to submit a complaint in writing should send this to:

hello@highridgetraining.co.uk

RESPONDING TO A COMPLAINT

When a complaint is received, a written acknowledgement must be sent to the individual within seven working days. The response should detail the complaint handling procedure and provide approximate timelines and expectations for the investigation and future responses.

INVESTIGATING THE COMPLAINT

A staff member will be assigned the role of investigating complaints and will gather all necessary documents, recordings, and information to conduct an independent review of the incident. If internal interviews are to be conducted, a note taker will be present alongside the investigator and interviewee and a copy of the interview notes will be written up and signed by the interviewer and interviewee prior to them being added to the complaint history.

Investigations must utilise all the facts and any previous, related information to produce an unbiased outcome and an expected course of action. High Ridge Training reserves the right to pass on relevant information to a third party where there is a valid legal reason to do so and any request for information will be investigated prior to any personal information being passed on.

DECISION LETTER (FINAL RESPONSE)

After the complaint has been investigated in full and an outcome and action decision has been arrived at, the investigator will draft a final response letter to the complainant with both their findings and their decision on any action to be taken. The final response must be sent within 28 working days of the initial response being raised and should also contain how to raise an appeal should the individual be unhappy with the decision received.

Complaint Recording

All complaints, whether formal or informal, are recorded. This consists of the below information and is audited on a frequent basis to ensure that incidents are not being repeated and improvements are being made:

- Date
- Nature of complaint
- Lead investigator
- Action taken
- Outcome / resolution
- Date the outcome letter was sent
- Date complaint resolved/closed
- Date of appeal where applicable

All complaints will be kept and be available for three years following resolution.

Escalating a Complaint

In the event where an individual is not fully satisfied with an outcome, they should first raise an appeal in writing via e-mail or letter within **7 days**.

If you are not satisfied with the outcome of your appeal you can escalate your complaint to the relevant Governing Body.

AWARDING ORGANISATION

If you are unhappy with any issues relating to external activities e.g., External Quality assurance or delays in issuing certificates or concerns relating to agreeing End Point Assessment activity the relevant contact details will be shared at point of induction, however can be obtained from contacting the High Ridge Training Group Office hello@highridgetraining.co.uk Please note each organisation will have its own complaints procedure which will be published on their website.

If you are a learner and wish to make an appeal against an assessment decision, please refer to the Learner Assessment Appeal policy

EDUCATION AND SKILLS FUNDING AGENCY

In the unlikely instance that a complaint remains unresolved and you are a learner studying a work-based learning programme based in England who receives funding from the Education and Skills Funding Agency (ESFA), please follow the complaints procedure as set by the governing body.

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

This policy should be read in conjunction with:

- Learner Assessment Appeals Policy