

Complaints Procedure

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Policy	Link or impact
Equality & Diversity Policy	
Complaints Policy	

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Complaints Procedure

1. WHAT IS THE COMPLAINTS PROCEDURE?

The complaints procedure can be used by any learner, parent, employer, member of staff, visitor or member of the community who is unhappy with any Ensis service. Most complaints can be resolved at the first 'informal' stage of the procedure. If your complaint cannot be resolved at the informal stage, then there are up to two further 'formal' stages. Ensis is committed to achieving high standards of service and welcomes views on its services from its customers. These include both good service comments and complaints.

2. WHAT DOES THE PROCEDURE COVER?

This procedure describes how Ensis will aim to respond to a complaint in order to resolve it to the satisfaction of the complainant, prevent recurrence and improve the quality of service. This procedure shall apply to complaints made by any learner, parent, employer, member of staff, visitor or member of the community using or affected by Ensis services or facilities. It covers all complaints unless your complaint is covered by its own special procedure; for example disciplinary matters and dealing with harassment and bullying. All comments, positive and negative are welcomed.

3. IF I WANT TO MAKE A COMPLAINT WHERE SHOULD I GO FIRST?

This is stage one of the procedure. Many issues or problems can be resolved informally through approaching the member of staff involved, a supervisor or manager. Ensis encourages leadership at every level in the organisation, and empowers staff to take whatever action is appropriate within the scope of their responsibility.

You should first approach the member of staff who seems best able to deal with the matter immediately. You can either speak to them or put your complaint in writing. If you are not sure who to complain to, ask your course tutor or manager.

The person you speak to will try and resolve matters informally. They will investigate your complaint, and then contact you again, usually within five working days, to see if a solution can be found. Ensis also encourages feedback from learners via a number of mechanisms, including Learner Voice, review and evaluation processes and structured surveys. If you are a learner you will find information on these processes in the learner welcome handbook.

4. WHAT HAPPENS IF I AM NOT SATISFIED WITH THE OUTCOME OF THE INFORMAL STAGE?

If you are not satisfied with the outcome of the informal stage one of the complaint process you can take your complaint to stage two, which is the first 'formal' stage of the complaints procedure.

4.1. MAKING A FORMAL COMPLAINT

Complaint forms can be requested through your tutor, alternatively a complaint can be received by letter or over the telephone. If taken over the telephone, a complaints form will be completed on your behalf by the member of staff taking your call. If the complaint is by letter, the document will be attached to a complaints form for processing.

4.2. ENSIS RESPONSE TO COMPLAINTS

On receipt of a formal complaint, Ensis will:

- Acknowledge the complaint in writing (this could be by email) within 2 working days;
- Take up the complaint with the manager responsible for this provision, or
- Decide that the complaint is of a serious nature and forward it to an appropriate member of Ensis Senior Management Team (SMT) .

Ensis upon receipt of a written complaint form or letter, will:

- Provide a response internally within ten working days and provide a written response to the complainant in the same time frame.

5. WHAT HAPPENS IF I AM STILL NOT SATISFIED WITH THE OUTCOME OF STAGE TWO?

The complainant has the right to appeal against the formal stage two decision in writing, within 10 working days of receiving the original response letter. Appeals should be sent to the Director of Ensis Solutions Limited. This is stage three of the procedure. Upon receipt of an appeal the Director shall acknowledge the appeal within 2 working days. A formal response will be made within 15 working days that could in exceptional circumstances include a requirement for further investigation.

6. WHAT HAPPENS IF I AM STILL NOT SATISFIED WITH THE OUTCOME OF STAGE THREE?

The appeal is the final stage of the Ensis Complaints procedures. Should the complainant wish to pursue matters further they can make representation to external bodies such as Skills Funding Agency, Education Funding Agency or Awarding Organisations. If at this stage you are still not satisfied with the outcome then you can raise your complaint with the Qualifications Regulators.

7. TIME LIMITS

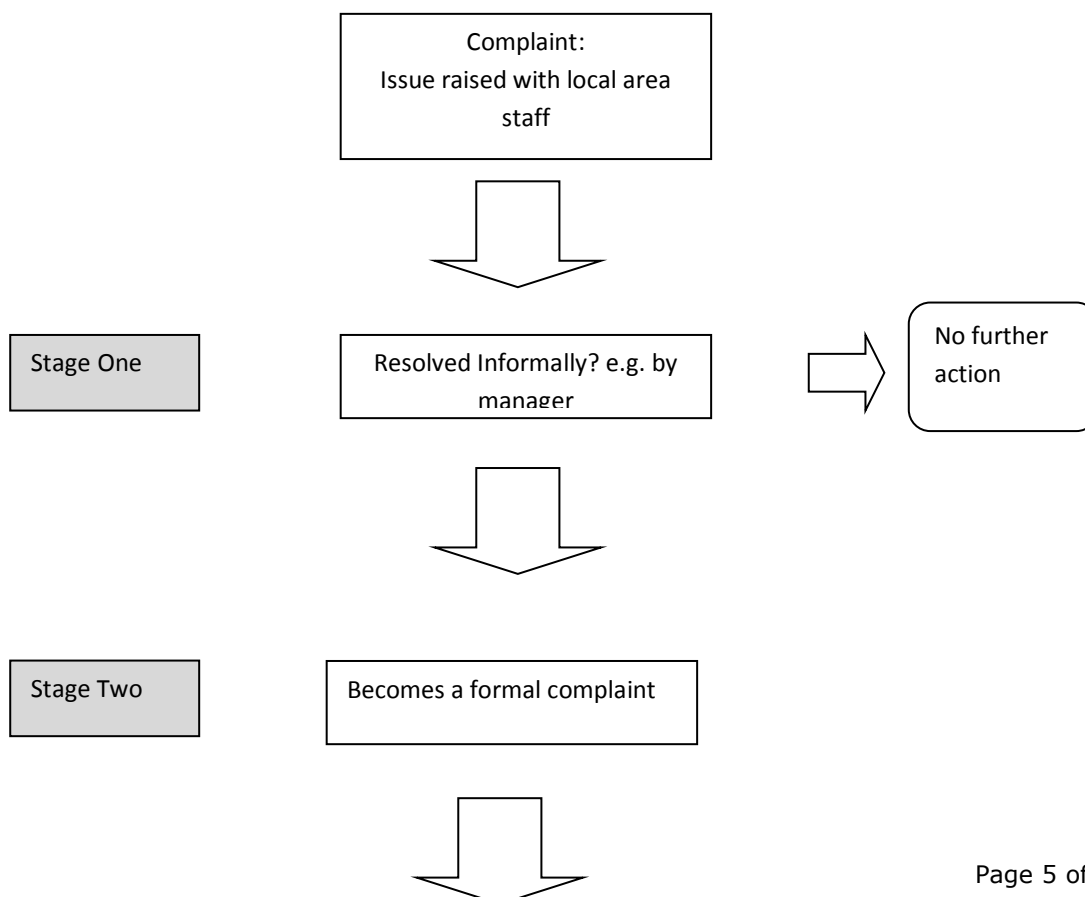
Ensis will endeavour to resolve complaints as quickly as possible and the time limits set out within this procedure offer a general indication of timescale. However it may not always be practicable to adhere to a particular time scale e.g. because of holidays or illness or other intervening causes, in which case complainants will be given a written progress report and an estimate of the revised timescale.

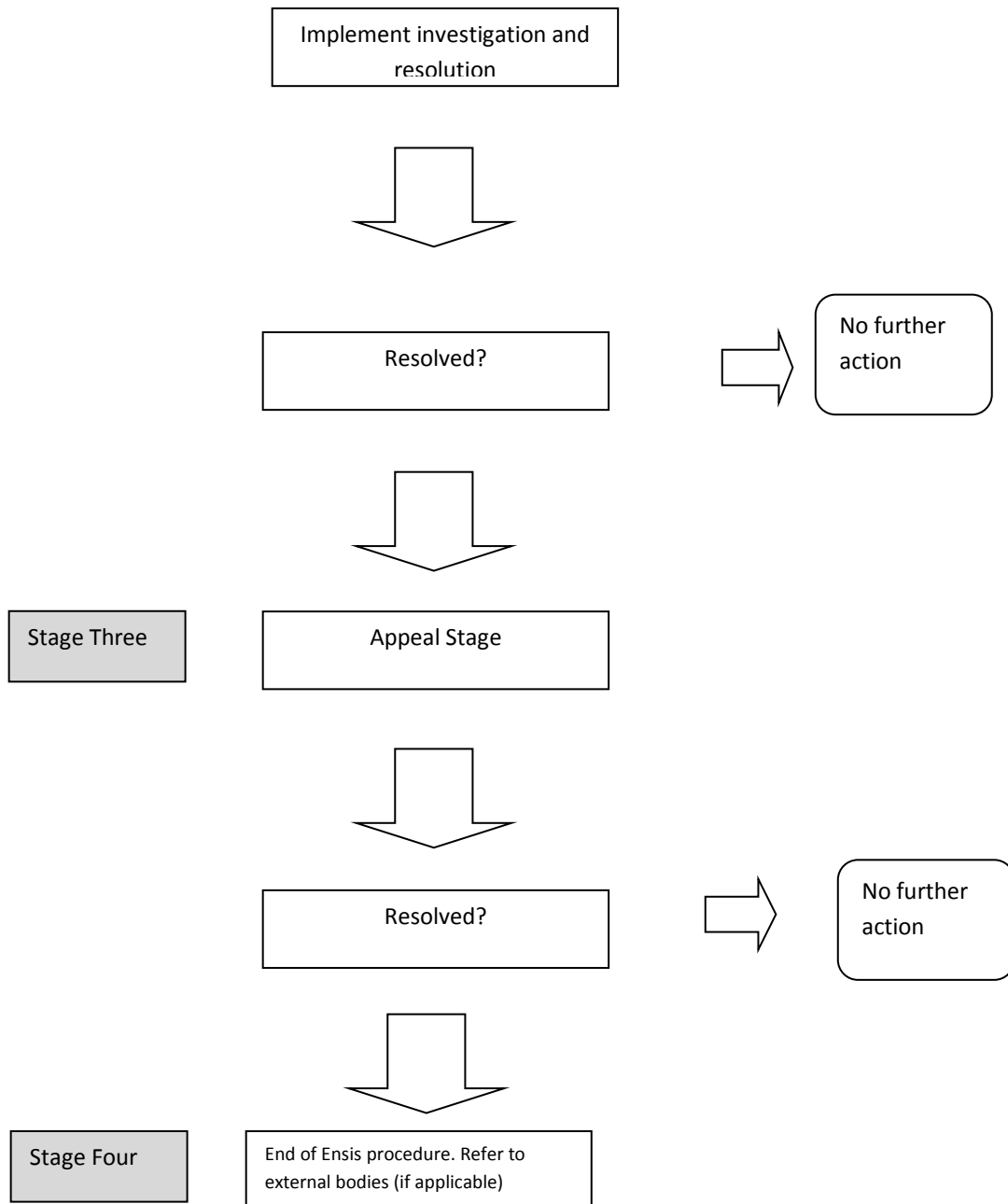
8. REPRESENTATION AND CONFIDENTIALITY

A complainant may be accompanied (which term includes a representative of the Learners' Union or trades union representative, friend or colleague) at any stage in the procedure. The individual accompanying may speak on behalf of the complainant. In general, those about whom complaints have been made have a right to know what is being claimed and who is making the complaint.

Where a complaint becomes formal and is made in writing, a copy will normally be supplied to the person who is being complained about and that person will have the right to be accompanied by a friend or colleague in any related investigation.

PATHWAY FOR DEALING WITH COMPLAINTS





9. If you feel you are unable to approach your tutor or if the complaint is about your tutor you can contact an Ensis Director via:



Telephone

01942 265859

Email

info@ensissolutions.co.uk

Write to us at

Ensis Solutions Limited
Oakland House
21 Hope Carr Road
Leigh
Lancashire
WN7 3ET

Annex A

Complaints Proforma

Name: _____

Contact Details: _____

Telephone Number: _____

Address: _____

Complaint recorded by: _____

Subject matter of complaint: _____

Date and time: _____

Full description of complaint: _____

Continue overleaf if required.

Anyone contacted so far regarding the complaint: _____

Please enclose any copies of letters or evidence to do with your complaint.

