



# Complaints Policy



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## Document Details

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<b>Authorised By:</b>	Stuart Crosby

## Document History

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V1	01.09.14	John Stirling	Policy review
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## Other Linked Policies

Policy Title
<ul style="list-style-type: none"> <li>● Equality, Diversity inclusion Policy</li> <li>● Complaints Policy</li> <li>● Appeals Policy</li> <li>● Grievance Policy</li> </ul>

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# Introduction

The aim of this policy is to ensure that its complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Ensis will ensure that:

- Service users, learners, users, and their representatives are aware of how to complain, and that Ensis provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within 3 working days
- Investigations into written complaints are held within 28 working days
- Complaints are dealt with promptly, fairly, and sensitively with due regard to the upset and worry that they can cause to both staff and service users

Ensis believe that if a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives are taken seriously. Ensis believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. Ensis supports the concept that most complaints, if dealt with early, openly, and honestly, can be sorted out at a local level between just the complainant and Ensis.

## What is a complaint?

A complaint is an expression of dissatisfaction or concern with the quality of a service or with a failure to provide a previously agreed service, or with the attitude or behaviour of a colleague.

A customer/service user who is dissatisfied with the service that Ensis delivers for whatever reason or who has made a comment/asked a question but remains unhappy with the response may wish to make a formal complaint.

If you would like to appeal a decision made against the standard of evidence against your apprenticeship you will need to follow the appeals process.

# 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 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 several 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 complaint's 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 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 3 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 following on from the internal investigation.

#### **4.3 CONFIDENTIALITY**

Details of complaints are kept confidential and shared only with:

- The complainant
- Those being the subject of the complaint
- The line manager of the area in concern
- Senior Leadership Team

Only when it is necessary to involve others in the investigation is the information shared, and this is on a 'need to know' basis.

### **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 3 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 the Education and Skills 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.

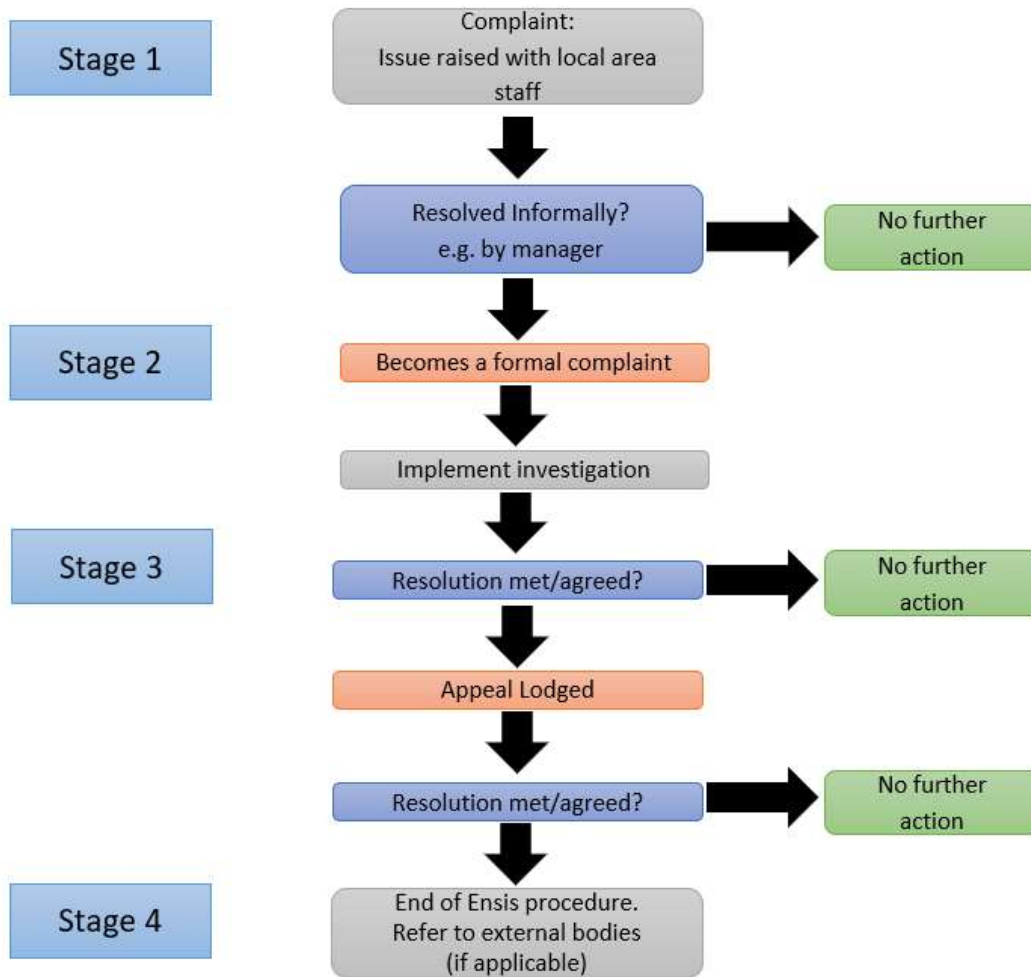
### **8. REPRESENTATION AND CONFIDENTIALITY**

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](mailto:info@ensissolutions.co.uk)

### Write to us at

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

### Further Action

If you are not satisfied with the outcome of your complaint and if your complaint refers to an ESFA funded programme (e.g., apprenticeships or funded NVQ programmes) You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk), or put them in a letter to:

Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT

When you contact the ESFA about your complaint, you will need to provide them with the following:

- the name of the organisation you are complaining about
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted the organisation's complaints procedure, including
- any appeals process (for example, written correspondence confirming the outcome)
- permission to disclose details of your complaint to the organisation concerned
- if you are acting on behalf of a learner, evidence that you have their permission to do so

The ESFA can only investigate on behalf of learners whose courses they fund or employers that they fund. They may ask you for further information to help them confirm this.



# Complaints Proforma

Name: \_\_\_\_\_

Contact Details: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Complaint recorded by: \_\_\_\_\_

Subject matter of complaint: \_\_\_\_\_

Date and time: \_\_\_\_\_

Full description of complaint: \_\_\_\_\_

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**Continue overleaf if required.**

Anyone contacted so far regarding the complaint: \_\_\_\_\_

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



**Please send completed Proforma to:**

Ensis Solutions Limited,

Oakland House,

21 Hope Carr Road,

Leigh,

Lancashire, WN7 3ET

Tel: 01942 265859

email [info@ensissolutions.co.uk](mailto:info@ensissolutions.co.uk)

**Name: Stuart Crosby**

**Position: Director**

**Signature: S Crosby (signed electronically)**