

# COMPLAINTS

## POLICY & PROCEDURE



## **Introduction**

### Purpose

This Complaints Procedure outlines the process for participants, clients, and other stakeholders to raise concerns or complaints about any aspect of our training services. We are committed to resolving complaints promptly, fairly, and effectively.

### Scope

This procedure applies to all complaints related to the services provided by Empower Training Group (ETG), including but not limited to course content, delivery, materials, instructors, and customer service.

### Principles

We are committed to providing high-quality training services and value feedback as an essential part of improving our offerings. All complaints will be handled confidentially, with sensitivity, and without prejudice.

## **How to Make a Complaint**

### Informal Resolution

In the first instance, we encourage participants to address their concerns directly with the instructor or relevant staff member, as many issues can be resolved quickly and informally. If the issue is resolved informally, no further action is required. However, the details of the issue and resolution will be documented for internal purposes.

### Formal Complaint Submission

If the issue cannot be resolved informally, or if the participant prefers, a formal complaint can be submitted. Complaints should be submitted in writing via email at

[complaints@empowertraining.uk](mailto:complaints@empowertraining.uk). Complaints can also be mailed to our office address

[Empower Training Group, Trent House, 234 Victoria Road, Stoke-on-Trent, ST4 2HX]

The complaint should include the complainant's full name, contact details, course title, date, and a detailed description of the issue, including any relevant evidence.

### Acknowledgment

Upon receipt of a formal complaint, we will acknowledge it in writing within 3 business days.

This acknowledgment will include the name and contact details of the person handling the complaint.



## **Complaint Handling Process**

### Investigation

The HR Manager for Empower Training Group will investigate the complaint. This may involve reviewing course materials, interviewing relevant staff or participants, and gathering any additional information needed.

If the complaint involves a specific staff member, that individual will be informed of the complaint and given an opportunity to respond.

The investigation will be conducted in a manner that is fair and impartial, ensuring that all sides are heard.

### Resolution Proposal

Upon completion of the investigation, we will propose a resolution. This will be communicated to the complainant in writing within 15 business days of receiving the complaint.

The resolution may include, but is not limited to, an apology, a course refund, a course transfer, additional training, or other remedial actions as deemed appropriate.

If further time is required for the investigation, the complainant will be informed of the delay and provided with an updated timeline.

### Complainant Response

The complainant will be given 10 business days to respond to the proposed resolution. If the complainant is satisfied with the resolution, the complaint will be considered resolved, and the matter will be closed.

If the complainant is not satisfied, they may request a review of the decision. This request must be made in writing and outline the reasons for dissatisfaction.

## **Review Process**

### Internal Review

Upon request for a review, the complaint will be escalated to a higher level within the organization, typically to the Group Director of Learning & Development who was not involved in the original investigation. If the complaint is of a serious nature, then this will be reviewed by the Group Chief Executive.

The reviewer will reassess the complaint, the investigation process, and the proposed resolution. The review process will be completed within 10 business days of the request.

### Final Decision

The outcome of the review will be communicated in writing to the complainant. This decision is final and marks the conclusion of our internal complaint's procedure.

If the complainant is still not satisfied, they may seek external resolution as outlined below.



## **External Resolution**

### Referral to External Bodies

If the complainant is not satisfied with the final decision of Empower Training Group they may refer the matter to an external body, such as a relevant industry association, accreditation body, or legal authority.

Contact details for external bodies will be provided upon request.

## **Confidentiality and Data Protection**

### Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those involved in the investigation and resolution process.

### Data Protection

Personal data collected during the complaints process will be handled in accordance with our Data Protection Policy and relevant data protection laws. This data will only be used for the purpose of investigating and resolving the complaint.

## **Monitoring and Review**

### Record Keeping

All complaints, including informal ones, will be documented and retained in a secure location for a minimum of 3 years.

Records will include details of the complaint, the investigation process, the outcome, and any follow-up actions taken.

### Continuous Improvement

Complaints are a valuable source of feedback. We will regularly review complaints and the outcomes to identify any trends or areas for improvement in our training services.

### Policy Review

This Complaints Procedure will be reviewed every 3 years or as required to ensure its effectiveness and alignment with industry best practices.

Responsible Person:

HR Manager

Date of Approval:

01 August 2024

Approved By:

Chief Executive Officer

Review Date:

Three Years

