



Customer Complaints

Contents

Introduction and Scope	- 3 -
Customer Complaints	- 3 -
Completion	- 3 -
Review	- 4 -
Complaints Procedure Process Map	- 4 -

Introduction and Scope

The purpose of this procedure is to describe how JTL records the receipt of an informal and formal complaint and what action shall be taken following the receipt of such a complaint. The requirements of this procedure shall apply irrespective of the source of the complaint except that in all cases the complainant must be identifiable.

Customer Complaints

1. The complaint could be received in the form of a letter, email or verbally by telephone or face to face. Verbal acknowledgement of the complaint is immediately communicated to the complainant by the Quality Assurance & Audit Team, including that a further update of a response will be communicated within 5 working days.
2. The Quality Assurance and Audit Team shall liaise with the relevant regional/departmental manager to review the complaint, agree type of complaint: informal & formal, the investigation steps and subsequently any corrective/preventive actions needed and timescales. The relevant Director will also be informed of the complaint.
3. Once the investigation has been completed (Informal complaints: Investigation by the relevant team and appropriate Director to sign off any formal correspondence (if required)/ Formal complaints: Investigation by Quality Assurance & Audit Team and present the findings to the relevant Director who will then write to the complainant). The Quality Assurance and Audit Team will ensure that the outcome of the complaint investigation and any action(s) are communicated to the complainant.
4. Complaints registers will be maintained for the informal and formal complaints. Any correspondence/documentation related to the complaint should be forwarded to the Quality Assurance and Audit Team to be held in a complaints file held on the Quality Assurance & Audit shared drive. The Quality Assurance and Audit Team will maintain the complaints file and register on behalf of the JTL Executive Management Team.

Completion

Once all the corrective and preventive actions, including any impacts on other learners and/or employers have been completed then the complaint will be closed. The Quality Assurance and Audit Team will then record the "close out of the complaint on the Complaints Registers.

Review

On an ongoing basis the Quality Assurance and Audit Team will review the progress and resolution of "open" complaints to ensure adequate and timely action is being taken.

At regular intervals the Quality Assurance and Audit Team will report on Customer Complaints to the JTL Executive Management Team and JTL Board of Trustees.

Complaints Procedure Process Map

