



Customer Complaints

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Introduction and Scope

The purpose of this procedure is to describe how JTL records the receipt of an informal or formal complaint, outlining 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, verbally by telephone or face to face. Acknowledgement of the complaint is communicated to the complainant within 24 hours of the complaint being received (within business hours) by the Quality Assurance & Audit Team, the QAA Team will also confirm that a further update will be communicated to the complainant by the responsible manager within 5 working days.
2. The Quality Assurance and Audit Team shall liaise with the relevant regional/departmental manager by forwarding the complaint and confirming the type of complaint: informal or formal. The relevant regional/departmental manager will investigate all elements of the complaint identifying root cause, 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 is conducted by the relevant team and appropriate manager signs off any formal correspondence required and informs the QAA team of the outcome.
Formal complaints: Investigations will be conducted by the Quality Assurance & Audit Team with support by relevant department managers and findings will be presented to the relevant Director who will then write to the complainant.
The Quality Assurance and Audit Team will monitor the progress and outcome of the complaint for both Informal and Formal complaints.
4. The Complaints register will be maintained for both 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 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 and produce a monthly report documenting ongoing and completed complaints

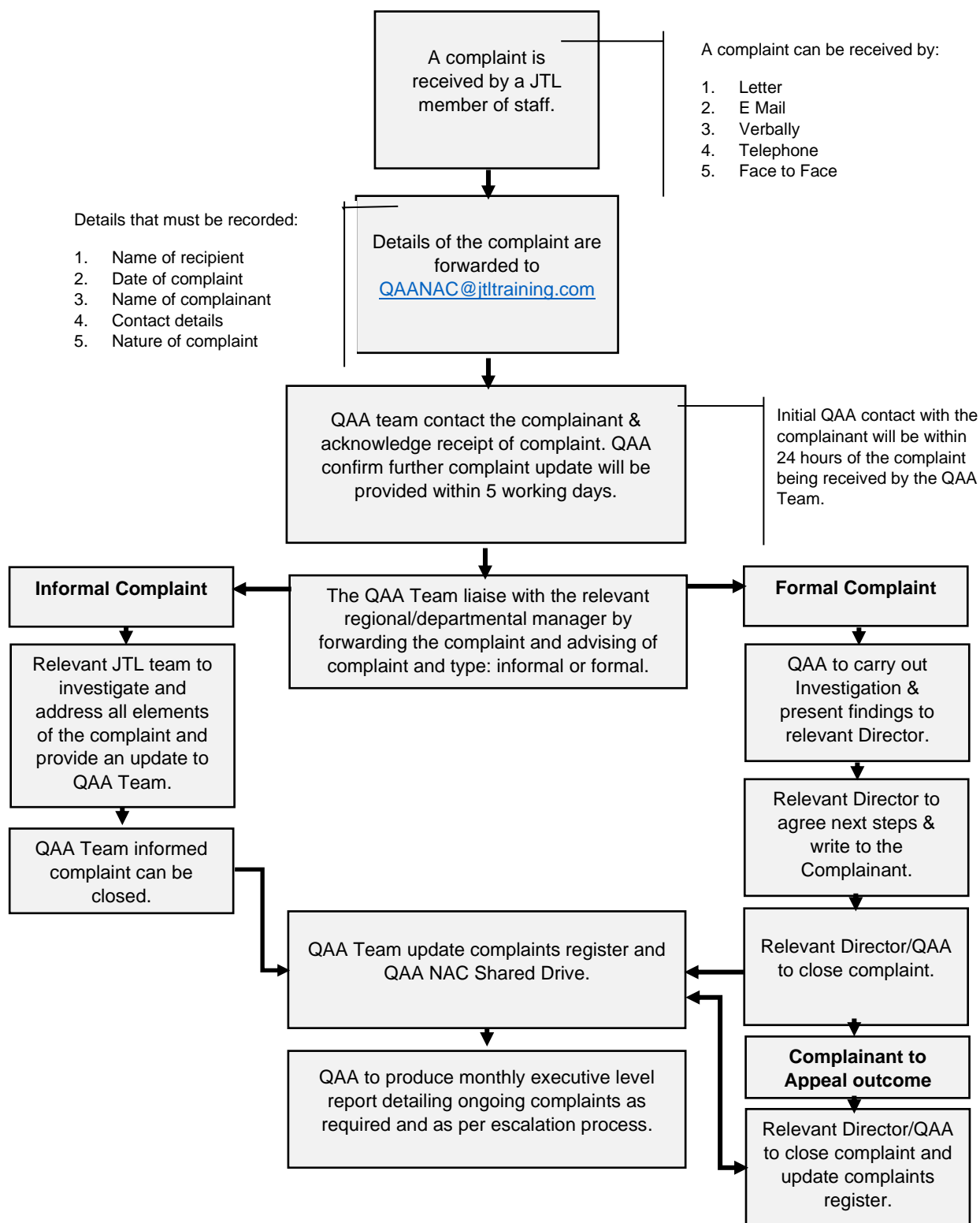
Completion

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 & Escalation Process

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, escalation of ongoing complaints will be communicated as required to the JTL Executive Management Team and JTL Board of Trustees.

Complaints Procedure Process Map



Please note that if complaints remain ongoing for more than 30 days this will be escalated to the JTL Executive and Senior Management Team.