



# Complaints Policy and Procedure

## Policy Statement

JTL welcomes feedback on all aspects of its provision and service. If we fall below the standards one of our stakeholders expects, we need to know how and why this has happened so we can resolve the situation and alter process or approach as necessary.

Learners, parents/guardians, employers, other members of the public and JTL staff should be able to make a complaint about any issue concerning JTL which is of concern to them. The procedure of making a complaint needs to be clear and easily and widely available to interested parties. Anyone who needs support to make a complaint will be offered the most appropriate assistance to meet their individual need.

All complaints received by JTL will be logged, taken seriously and treated sensitively. However, the formal procedure will be considered only where complaints concern issues which have arisen within a 3-year time period, unless there are exceptional circumstances.

Examples of complaints include:

- Failure by JTL to meet obligations including those outlined in course/learner handbooks or a stakeholder charter.
- Misleading or incorrect information in prospectuses or promotional material and other information provided by JTL.
- Concerns about the delivery of a programme, teaching or administration including, where applicable, that provided by a delivery partner.
- Poor quality of facilities, learning resources or services provided directly by JTL.
- Complaints involving other organisations or contractors providing a service on behalf of JTL.

Examples of complaints that are not included

- Personal dislike of a tutor/training officer.
- Personal dislike of the assessment methods that were explained before the start of the programme and during the induction.
- Dislike of the content of the programme.

This Policy outlines how a stakeholder may complain, if the need arises. It also gives details of how to complain to external bodies following advice from the Education and Skills Funding Agency.

In the event of the Complaints Procedure below being put into operation, a record of the complaint must be kept at each stage in a central 'Complaints' file held by the Quality Assurance and Audit Department. If a member of staff has an issue of concern, they will be encouraged to deal with this informally through the normal JTL Human Resource channels of line management. If it is not possible to resolve the matter informally, then the member of staff may invoke the Complaints Procedure or formal Grievance Procedure if they so wish.

## Implementation of the Policy

### Introduction and Scope

1. 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

2. 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.
3. 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.
4. 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.
5. 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

6. 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

7. 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.
8. 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

