

## Complaints Policy & Procedure

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## Policy Statement

### Introduction

Encompass Group want both Employers and Learners to get the most out of their programme and to have an enjoyable experience. We will use any feedback given to us, positive or negative, to improve our services and processes for the benefit of all our Learners and Employers. In the regrettable event that an Employer or Learner feels they haven't received the best treatment from any member of staff or the organisation, they have the right to make an official complaint and to have this dealt with professionally and speedily.

Encompass Group will take into account its duty to promote equality and diversity throughout this process. Most issues should be resolved informally between the tutor talking to the Learner or Employer. If a party feels uncomfortable with this, or doing this does not bring about a resolution they are satisfied with, then the line manager will consider the circumstances surrounding the complaint and progress it as necessary.

All staff dealing with complaints, where appropriate, must seek guidance and advice from other internal or external sources in order to reach a mutually satisfactory resolution.

Any information supplied will remain confidential for use only as part of the complaints process.

Only staff directly involved with the complaint and any subsequent investigation will be given access to the details. The identity of all parties will be protected, though anonymous complaints will not be accepted.

If a Learner or Employer raises a complaint (not an appeal) with a tutor, through the main number or website, we will:

1. Acknowledge receipt of the complaint by telephone or in writing via the HR Manager, through [complaints@encompass-development.co.uk](mailto:complaints@encompass-development.co.uk) within 48 hours

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2. Tell the person making the complaint who will be dealing with the matter within 7 days
3. Tell the person making the complaint what action will be taken
4. Send the complainant notification of the resolution via the HR Manager in writing/via email
5. Keep the source of the complaint informed of the advances being made with their case

## Procedure

Step 1: Encompass Group acknowledges that there are two sides to every dispute therefore both parties will be given the opportunity to substantiate their version of the issue/incident. Full disclosure of any allegations or evidence will be made to both parties. Complaints should be made in writing to [complaints@encompass-development.co.uk](mailto:complaints@encompass-development.co.uk)

Step 2: All complaints must be recorded on the Customer Complaint Log. The log will be closely monitored by the HR Manager throughout the process until a satisfactory resolution can be achieved.

A reference to the complaint (signposting to the Complaint Log) should be entered on either the Employer or Trainee Record on PICS, however no details of the complaint should be recorded in this system in order to protect the confidentiality of the complaint.

Step 3: Any party involved in a meeting to do with the complaint has the right to be accompanied and represented by a person of his or her choice at every relevant stage of the procedure and staff have the right to be accompanied by their line manager or a trade union representative.

Step 4: Where a complaint cannot be dealt with by a line manager, it will be escalated to the HR Manager. If it still cannot be resolved it is then escalated upwards to the Managing Director. In all cases the complaint needs to be logged.

Step 5: The person making the complaint must be given the results of any investigations as soon as possible after any conclusions have been reached, either verbally or in writing.

Step 6 - If a Learner is dissatisfied with the outcome of the steps above they can then contact the government regulator, Ofqual, the EFSA or Ofsted. For more information Learners should be directed to search for the Complaints Procedure at [www.ofqual.gov.uk](http://www.ofqual.gov.uk), at the EFSA on <https://www.efsa.europa.eu/en/contact/complaint> or Ofsted on <https://contact.ofsted.gov.uk/online-complaints>.