**Complaints Policy & Procedure**

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| Owner(s): | SMT/HR |
| Signed: | Gary Robb |
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Policy Statement

**Introduction**

Encompass Group want both Employers and Learners (including apprentices) 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.

For the purpose of this Policy, a Complaint is defined as *‘A statement that something is unsatisfactory or unacceptable.’*

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.

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 can be made to tutors or by telephone but should always be confirmed in writing to [complaints@encompass.training](mailto:complaints@encompass.training).

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

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 their 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: Receipt of the complaint will be acknowledged by telephone or in writing by our HR Team via [complaints@encompass.training](mailto:complaints@encompass.training) within 48 hours.

Step 5: The complainant will be notified of the person responsible for managing their complaint within 7 days (e.g., Line Manager or HR Team).

Step 6: The complainant must be given the results of any investigations verbally or in writing within 14 days of making the complaint.

Step 7: If the complainant is not satisfied with the resolution, then the complaint will be escalated to our Operations Director, who will investigate and provide a verbal or written resolution to the complainant within 5 days of the complainants appeal. Should the Operations Director be away from the business, the appeal shall be reviewed by Managing Director.

Step 8: If the complaint is dissatisfied with the outcome of the steps above, they can escalate the complaint to the relevant Awarding Body. This will then follow the Awarding Bodies Complaints procedure.

Step 9: If the complainant is still unhappy with the outcome following Encompass’ complaint procedure and the Awarding Bodies Complaints procedure, they can then contact the government regulator, Ofqual, the ESFA 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) [www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure](http://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure).Or [www.gov.uk/government/organisations/ofsted/about/complaints-procedure](http://www.gov.uk/government/organisations/ofsted/about/complaints-procedure)

Review

Human Resources are responsible for reviewing and updating this policy annually.