



Concerns / Complaints & Compliments Procedure 2021-2022

Commitment: **JAG Training** is committed to providing an excellent service to its learners, employers, partners and the local community. The aim of this procedure is to offer a quick and effective resolution to your complaint or concern, but with the option to refer the matter to senior management or an independent resolution service if required.

Review date: June 2023

Equality Impact. All Colleagues, learners, employers and interested parties are required, when following this procedure, to ensure that they do not disadvantage any person or group on the grounds of any protected characteristic under the Equality Act 2010.

Compliments. Naturally, we like to hear about the good things we do and we may ask you for a formal endorsement during inspections and when updating our Website. Please feel free to add compliments in our linked forums, though we also like to hear about them directly.

Complaints and concerns. These are a very valuable source of information, so we welcome all feedback. We adopt a fair, sensitive and inclusive approach to the handling of feedback. Any complaints or concerns we receive will be investigated in an honest, open and transparent manner. We will put the person who has complained at the heart of our investigation. Once our investigation is complete, we will provide a timely response to the person who has complained, which will clearly explain what action we are taking to address the areas raised. Customer-facing colleagues receive training on how to react to such feedback.

We regularly review, analyse and report on complaint themes, and we share our learning across the organisation, while maintaining confidentiality. This allows us to learn and continually improve the quality of services that we provide

Definitions

- **Compliment** is defined as an expression of satisfaction received about our training programmes, training delivery, contact with staff, documentation and our approach with learners, employers and others.
- **Concern** is defined as a low impact issue that is of importance, irritation or frustration which can be resolved quickly by taking action locally and without formal investigation. Where a concern has been raised more than once regarding the same issue and by the same person, it will then be categorised as a complaint.
- **Complaint** is defined as an expression of dissatisfaction about our service(s), which requires further investigation to determine what has happened, how it happened, how we will resolve it and how we can prevent it happening again.
- **Investigation** is defined as a fair, thorough and proactive evaluation and consideration of all available facts and evidence pertaining to the complaint.
- **Response** is defined as a verbal or written explanation provided to the person who has complained, which outlines how the complaint was investigated and how we have, or will, address the issue(s) raised.
- **Timely Manner** means,
 - A **complaint** will be acknowledged within 48 hours from receipt.
 - A response to a complaint will be provided as soon as possible and no longer than 14 calendar days from receipt. We will invite the person who has raised the complaint to a meeting* so we can gain details. Should there be no response to such an invitation, after 7 days we will assume the complainant does not want the issue investigated.
 - A response to a **concern** will be provided as soon as possible and no longer than 48 hours from receipt.
 - In the event that a response cannot be delivered within the above timescales, due to circumstances beyond JAG's control, a secure email or verbal update will be provided to the complainant, which will explain the reason for the delay. A response will follow as soon as possible thereafter.

* Since the start of the pandemic, we have moved to online and phone contact only.

SCOPE

Repeat Complaints will be brought to the attention of the Director and Quality Manager and they will decide on the any actions to be taken. Where a learner makes repeat complaints we will work with their employer to resolve them.

Vexatious complaints: Where we believe that a person is making vexatious complaints, in that they persist unreasonably in making complaints without genuine desire to resolve issues, this will be escalated to the Director (and external sources such as a sector skills council or regulators, Ofsted, Awarding body) who will decide on the best way forward.

Complaining to third parties: Where a learner, employer or other approaches a regulator without informing Jag of the nature of their concern or complaint or following this procedure, that learner may be removed from programme. It may be that in such circumstances, the regulator uses the information to trigger an inspection. We believe that our processes are robust and transparent enough to deal with this.

Other avenues. Where a learner feels they have an issue with assessment of their evidence, this is covered under the apprenticeship appeals procedure. They must speak with their Tutor/Assessor in the first instance. They will know how to take matters forward.

Procedure. If you would like to let us know how we can do things better, we are happy to listen as we rely on feedback to manage and improve our services. Should you have a concern then please let us know as soon as possible.

Stage 1 - Talk to a member of staff informally. In our experience, we are able to resolve most issues at this stage.

Stage 2 - If you are not satisfied, then you have the right to have your complaint dealt with by an appropriate person. Please complete the feedback form, which you can get from our office. This helps us to find the right person to give you a full and speedy response. Please contact, The Centre Manager, JAG Training, 12 New Market Green, Eltham SE9 5ER or email info@jag.training.

Stage 3 - If you are not satisfied with the response, you can appeal to the Quality Manager or to the Director. Either will investigate the complaint and give you feedback within 14 days. If you are still unhappy, you may be offered an interview with the Director to discuss the matter.

Stage 4 -

If you are not happy with the Director's decision, learners (employers and parents) funded by the Education and Skills Funding Agency (ESFA) can raise a formal complaint in writing to complaints.esfa@education.gov.uk or The Complaints team, The Office of the Chief Executive, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

