

Customer Complaints and Compliments Policy and Procedure

This policy has been developed to ensure that complaints are recorded and investigated allowing lessons to be learned where needed and to ensure that individuals are recognised when compliments are given.

The Quality Improvement Plan will be updated with developments and will be used to drive any changes needed. It will also be used to record compliments where good practice will be shared across other business areas as appropriate.

Complaints in connection with assessment decisions or exams will be investigated inline with the Appeals against Assessment and Exam Decisions Procedure.

Definitions

A complaint is defined as a situation, event or activity that a stakeholder finds to be unacceptable or unsatisfactory that needs to be resolved.

A compliment is defined as a situation, event or activity that a stakeholder finds to be especially pleasing or where an employee has gone over and above expectations.

Complaints

Complaints will be referred to the business area director to be resolved, in the unlikely event that the situation is not resolved then the complaint will be referred to the Managing Director or Quality Manager.

The director investigating the complaint will advise the Quality Manager who will allocate a complaint number and update the Quality Improvement Plan, the plan should then be updated with any developments, (whilst being mindful of confidentiality in the case of a performance management issue). Any improvements or changes needed to process will be implemented by the relevant director and monitored to ensure the situation is resolved. At this point the item will be closed out on the Quality Improvement Plan.

Customers are advised of the 5-stage process as below:

Stage 1: You tell us your complaint

Customers will be advised that the easiest way to do this is to complete a Customer Complaint/Compliment form which is available from the reception and may be handed back to reception or emailed to info@appris.co.uk.

Stage 2: We acknowledge your complaint

All complaints will be acknowledged in writing within 5 working days of receipt.

We will tell you the name and job title of the person who is investigating your complaint and they will respond to you within ten working days.

Stage 3: We keep you informed

If they are unable to complete their investigations within ten working days, they will contact you to let you know how long they think it will take.

Stage 4: We tell you the outcome of our investigations

You will be informed in writing as to the outcome of our investigations and we will update our Quality Improvement Plan and implement any actions required.

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Stage 5: We hope your complaint will not reach this stage but

If you are not happy with the outcome, you may write to the Managing Director at Appris Management Limited, Laisterdyke, Bradford, BD4 8AT

Compliments

Compliments will be referred to the business area director who will share the information with the staff member/s and this will be placed on the personal file and referred to in the appraisal/performance management process. This will also be referred to the Quality Manager to update the QIP where areas of good practice are also recorded and extended when appropriate.

Customers are advised of the 2 stage process as below:

Stage 1: You tell us your compliment

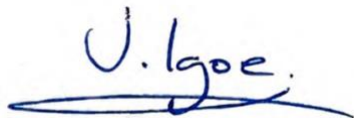
The easiest way to do this is to complete a Customer Complaint/Compliment form which is available from the reception.

Stage 2: We acknowledge your compliment

Compliments will be acknowledged and communicated to the relevant staff member/members. (The compliment process will end here).

Informal Complaints

Situations where stakeholder wish to informally complain may do so by asking to speak to a member of the management team who will take the appropriate action.



Signed: John Igoe – Managing Director

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