

# Customer Complaint and Compliment Policy and Procedure

This policy has been developed to ensure that customer complaints are recorded and investigated, allowing lessons to be learned where needed and to ensure that individuals are recognised when compliments are given. Complaints in connection with assessment decisions or exams will be investigated in line with the Appeals against Assessment and Exam Decisions Procedure. NOTE: any situation, event or activity that relates to SAFEGUARDING is covered by a separate Safeguarding Policy.

Appris reserves the rights to depart from this procedure at its absolute discretion in any given circumstances. Appris also reserves the right not to deal with any complaint(s) that it considers is false, vexatious, or malicious and/or where the complainant themselves has not raised the matter with Appris.

**Definitions**

A complaint is defined as a situation, event, or activity that a customer finds to be unacceptable or unsatisfactory that needs to be resolved. A compliment is defined as a situation, event, or activity that a customer finds to be especially pleasing or where an employee has gone over and above expectations.

**Complaints**

Complaints will be referred to the relevant line manager or director for investigation. Customers are advised of usual the 3-Stage process as below:

**Stage 1: You tell us your complaint.**

If a customer has a complaint, they should submit this in writing by email to [info@appris.ac.uk](mailto:info@appris.ac.uk).

**Stage 2: We acknowledge your complaint.**

All complaints will be acknowledged by email usually within 5 working days of receipt.

**Stage 3: Investigations.**

Complaints will be investigated in accordance with Appris policy and procedures, and appropriate action will be taken if and where necessary. The complainant will not necessarily be entitled to know what action, if any is taken, but if and where appropriate, an update on their complaint will be provided.

**Compliments**

Compliments will be referred to the relevant line manager or director. They will share the information with the relevant staff. The easiest way to do this is by email to [info@appris.ac.uk](mailto:info@appris.ac.uk).



**Signed: John Igoe – Managing Director**

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TO BE RETAINED AS A QUALITY RECORD	Business Owner: Managing Director	To be reviewed April 2025
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