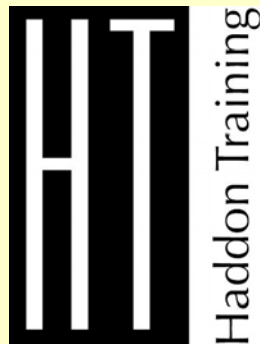


# Haddon Training Limited

## COMPLAINTS PROCEDURE & POLICY



©Haddon Training Limited 2010

**Haddon Training Limited**

4, Pelhams Court, London Road, Marlborough, Wiltshire. SN8 2AG

Tel: 01672 519977 Fax: 01672 519988

email: [enquiries@haddontraining.co.uk](mailto:enquiries@haddontraining.co.uk)

[www.haddontraining.co.uk](http://www.haddontraining.co.uk)

# Haddon Training Limited

## Customer Complaints Policy

### 1. GENERAL

The Customer Complaints Policy operated by Haddon Training Ltd aims to offer a formal route for managing complaints by customers **which have not been remedied by informal means**.

The formal complaints procedure is not intended to take the place of informal methods of resolving complaints. The majority of complaints will be resolved more successfully if taken seriously as close to the point of origin as possible, with the minimum of formality. The opportunity to find a successful resolution informally should be taken by complainants and those with responsibility for dealing with complaints, even if formal procedures have already begun.

### 2. SCOPE

2.1 The scope of complaints covered by this procedure is as follows:

- a. Any specific concern about the provision of a programme of study, support service, administrative service or policy operated by Haddon Training;
- b. Any specific concern about the activities of Haddon Training, sub-contractors or staff whilst engaged in Haddon Training business.
  - Members of the public with regard to the activities of Haddon Training Ltd sub-contractors or staff
  - Learners about academic provision and support services
  - Learners against specific members of staff
  - Learners against learners
  - Staff against learners

2.2 The procedure may therefore be followed in context of complaints made by:

- poor standards of service
- inefficiencies or errors in administrative systems or procedures
- quality of teaching
- lack of timely feedback to learners on coursework assignments
- delays in payment of invoices
- learner behaviour
- staff behaviour, including activities which may affect the good name and reputation of the Company,

2.3 Such complaints might involve (for example)

2.4 In dealing with complaints we will take account of our duty to promote equality and diversity.

### 3. PROCEDURE

3.1 The Complaints Officer (or their Deputy) is the designated Complaints Officer for Haddon Training and will be responsible for handling complaints. All complaints will be resolved as soon as possible bearing in mind the nature of the environment of the Company.

3.2 The Complaints Officer (or their Deputy) may appoint a suitably senior member of the Management Team to consider the Complaint in the first instance.

3.3 The Complaints Officer (or their Deputy) or person appointed to deal with the Complaint should:

- a. invite the complainant to complete a Complaint proforma. This will allow the complainant to declare, at the outset, the nature of the complaint
- b. an Acknowledgement of Complaint proforma will be sent within two working days to the complainant.
- c. copy the Complaint proforma to the complaints file.
- d. should the complaint be about a particular sub-contractor or member of staff then XX will inform their line manager, the person against whom the complaint has been made where appropriate and the nature of the complaint. If the complaint is deemed to be of a Safeguarding nature then the Safeguarding procedures will be followed. Should the complaint be a serious financial irregularity then the Senior Management Team will be informed immediately and action taken as appropriate.
- e. The Complaints Officer (or their Deputy) or the person appointed will then investigate the complaint without delay and a resolution, resulting action or redress arising from the complaint should be identified on the complaint monitoring form (and approved by the Complaints Officer or their Deputy).
- f. after approval the manager will then provide formal and written redress to the complainant on the outcomes of the investigation within ten working days and direct them to the appeal procedure should they feel their complaints have not been addressed sufficiently or appropriately. They will be informed at this stage that should they not respond within five working days to the offered redress, it will be presumed that their complaint has been dealt with to their satisfaction.
- g. should the complainant not be satisfied with the outcome they may follow the appeal process should they so wish. (see procedure)
- h. all complaints will be subject to monitoring and review against the Company's auditing procedures on a bi-annually basis to ensure that any improvements required will be initiated. The bi-annual report together with recommendations for improvement will be presented to the Quality meeting and then in turn to the Senior Management Team for approval.

All complaints involving the performance or conduct of our staff will be recorded on a file note in the person's personnel file and may be included in any Grievance Procedures and/or as part of the discussions in the annual appraisal.

### **3a. APPEALS PROCEDURE**

If the complainant is dissatisfied with the outcome offered by Haddon Training to resolve the complaint, the complainant may appeal in writing to the Managing Director within five working days of the date in the letter received. The appeal must be in writing stating the grounds for appeal, and be dated.

The Managing Director will then consider the evidence and reply within five working days.

The decision of the Managing Director in dealing with the complaint is final

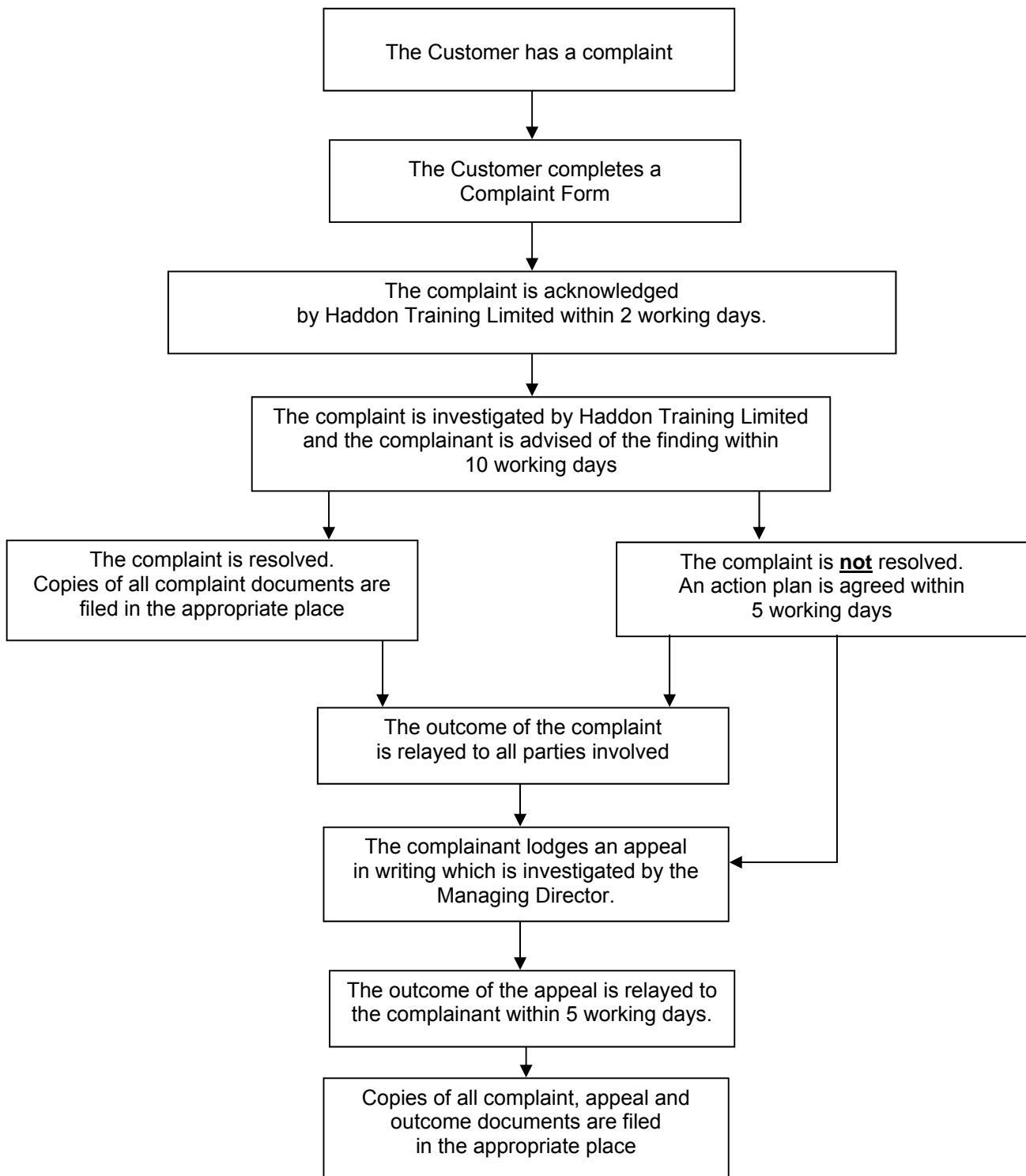
## **4. QUALITY IMPROVEMENT OF COMPLAINTS PROCEDURES**

- 4.1 All complaints to Haddon Training Ltd will be treated equally and fairly and in the context of our Equal Opportunities Policy.
- 4.2 We will monitor and evaluate complaints and complaints procedure to ensure that there are no inconsistencies or incompatibilities between complaints on a six monthly basis.
- 4.3 The monitoring of data will be reviewed to determine that the procedure is effective and fair or if there are common causes of complaint or a need for review of specific procedures.

## 5. CONFIDENTIALITY AND DATA PROTECTION

- 5.1 In the majority of cases disclosure will be necessary in order to progress the complaint. Agreement to disclosure will be assumed unless the complainant specifies otherwise, using the complaints proforma.
- 5.2 Complainants should also be made aware that all formal complaints will be subject to monitoring and review in order to ensure that the procedures are operated fairly and consistently and to ensure that appropriate action is taken to eliminate common causes of concern.
- 5.3 The results of any monitoring and review will be presented in an anonymous form but in the light of Data Protection. Complainants will be asked to grant consent for the processing of their details for these purposes using the complaint proforma regardless of whether the initial complaint has been made via email, telephone or in writing.

## 6. THE COMPLAINTS PROCESS



## 6a HOW TO COMPLAIN

The Haddon Training Ltd Complaints form is printed on the next page. Please complete those areas that help us understand what happened, who was involved, what you expect us to do about it and how we can get in touch with you. If you can't hand the form to a member of our staff alternative approaches are:

By post	Most staff can let you have a reply paid envelope. If that isn't possible please mail the form to: Haddon Training Ltd, 4 Pelhams Court , London Road, Marlborough, Wiltshire SN8 2AG
By Fax	01672 519988
Other ways	You might want to discuss this information and consider other ways of telling us. You could get in touch by phone or email and ask for more help and advice. It might be possible for a member of staff to visit you and collect the details Call 01672 519977 or, Send an email to <a href="mailto:enquiries@haddontraining.co.uk">enquiries@haddontraining.co.uk</a> or, Refer to the Customer Complaints Policy on our web site: <a href="http://www.haddontraining.co.uk">www.haddontraining.co.uk</a> and complete the Complaints Form on the website



# Haddon Training Limited

## COMPLAINTS FORM

**WHO:**

Title <small>Mr/Mrs/Miss/ Ms/Other</small>		First Name		Surname	
Address					
Telephone: Land Line:			Mobile:		
Email address:					
Employer Details:					

Nature of complaint; names of individuals involved; dates and times of incidents; names of witnesses; what action has been taken to date:

If there is insufficient space here for the details you want to present, please continue overleaf.....

**HOW:**

Would you like us to contact you?  
Please tick the method you prefer.

We aim to acknowledge your complaint within two working days and let you have a response quickly, in certainly no more than 5 working days.

Telephone  Letter  Email

We are required by the Data Protection Act 1998 to get your permission to process any information on this form. Please sign the declaration below:  
I confirm the information on this form is correct to the best of my knowledge and agree to Haddon Training Limited processing any data on the form as required for this complaint.

Signed.....Date.....

FOR OFFICE USE ONLY		REFERENCE NO:	
Date complaint received		Date complaint acknowledged	
Date resolution communicated		Date complaint closed	

*Complaint details continuation sheet.....*

File Reference	Number of Pages	Date Created	Date of Annual Review
Complaints Procedure	8	October 2010	October 2011