



ENABLE

The Voluntary and Community Sector
Learning and Skills Consortium

Compliments and Complaints Procedure

PRO-001
Change History

First Published:		21/01/2010	Originally Created by:	SMT
Person Responsible for Policy:		Enable CEO		
Date of Review	Reviewed by	Policy changes	Approved by	Date of next review
19 Feb 2018	Standards Officer	Small changes to wording and referencing	Operations Manager	23 July 2018
13/09/2018	Standards Officer	No Changes	CEO	17/09/2019
21/04/2020	SMT	No Changes	CEO	21/04/2021

Purpose

To ensure a consistent and timely review of all complaints received and recognition of compliments received, to monitor and evaluate services and plan accordingly.

Scope

This policy covers all compliments or complaints made by learners (learners being those individuals who access programmes, funded and contracted through Enable and delivered through Enable's Members), and any organisation or individual who has access/makes contact directly with Enable, for any of its services.

This policy does not cover the following:

- Issues relating to the assessment and verification of qualifications (separate procedure)
- Individuals who directly use the services of Enable's Members, (not as a learner). It is expected that Enable members are expected to have their own procedures in place to deal with complaints.

Responsibilities

All Consortium Members who have a contract delivering on behalf of Enable – through their own processes and procedures to effectively and satisfactorily deal with complaints received directly from any learner who has participated on a course funded through Enable, and make learners aware that if this is not satisfactorily resolved that they can contact Enable. Where compliments are received about the learning, to forward these to Enable.

Chief Executive/SMT – to investigate complaints about Enable employees and to deal with all appeals (except those to do with Enable staff)

Administrator – to log all compliments and complaints and acknowledge receipt of complaints and appeals, and update records.

Managers – to deal with the complaint within timely requirements and update records to track progress and resolution.

All Enable staff- where asked, to assist in any investigation, as appropriate.

Board Members – to deal with appeals from complaints made about Enable employees.

Procedure

Where individuals feel that their complaint has not been satisfactorily resolved by Enable's Member, as a result of them being a learner on a programme, or an individual is dissatisfied with the service received directly by Enable, individuals should complete the Complaints Form which is available on the Enable website or by requesting it by e-mail.

If the individual has difficulty in completing the form, it may be completed on their behalf, or completed by an Enable member of staff.

Enable will not deal with a new complaint, if it is more than one month, since the incident has occurred, or in the case of a learner more than one month after the learner has left their learning programme.

All completed forms should be sent to the Administrator who will acknowledge receipt of the complaint within five working days of receipt.

All complaints/compliments will be logged by the Administrator and passed to the appropriate Manager. If it is a learner, directly to the Manager managing the contract, if it is about any aspect of service provided by Enable, directly to the Operations Manager. In the case of a complaint about an Enable employee, this will be dealt with by the Chief Executive.

Where compliments are received, the Manager is informed and makes it known to the individual.

The manager (with another member of staff, if desired) must investigate the complaint and if this is by phone or visit, then a telephone log or visit log must be completed. In certain instances, in response to a complaint, where it may be necessary to interview learners and or employees of Enable's Members, it is recommended that two Enable staff are present.

A response to the complainant must be sent within 10 working days of the date on the acknowledgement letter. The Enable database should be updated under Contact history.

The original complaint, response and visit/telephone logs should be filed together and placed in a central file kept by the Administrator. The log book/spreadsheet should be updated.

If the complaint cannot be resolved within 10 working days, a letter should be sent and the complainant must be kept informed of the progress of the investigation e.g. as a minimum every five working days contact made with the complainant, either by letter, e-mail or telephone and logged. The complaint should be resolved within a maximum of 25 days.

If the complainant is not satisfied with the outcome of the investigation, they may ask for a review by the Chief Executive. This should be in writing within 10 days of the date of the letter. The response to the appeal must be sent within 10 working days of receipt of the appeals letter. If this is to take longer, then the complainant must be kept informed (see above)

If the complainant is not satisfied with the response from the Chief Executive, they will be signposted to the most appropriate body.

Where the complaint is about an employee and the complainant is not satisfied with the outcome of the response they may ask for a review by Board Members. This should be in writing within 10 days of the date of the letter. The purpose of this is to review the activities and process undertaken, to arrive at the decision. If this is to take longer, then the complainant must be kept informed (see above)

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Process

