



ENABLE

The Voluntary and Community Sector
Learning and Skills Consortium

Compliments and Complaints Policy

Change History

Origin Date: 2003

Review Date: 31/07/2020

First Published:		2003	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	Changes to job titles to reflect new organisational restructure. Small changes to wording and referencing	Operations Manager	23 July 2018
13/09/2018	CEO	No amendments made	Board of Trustees	10/09/2019
14/05/19	SMT	Added confidentiality statement	CEO	10/09/2019
22/08/2019	SMT	No Changes	CEO	31/07/2020
21/04/2020	SMT	NO Changes	CEO	21/04/2021
29/09/2020	BDM	Covid-19	SMT	21/04/2021

Strategic Commitment

Enable is committed to providing high quality services to all stakeholders, whether directly or through its consortium members who are delivering on behalf of Enable.

Purpose

Enable welcomes feedback and will use it to monitor and evaluate its services and plan for the future.

Policy

Aims and Objectives

The key aims and objectives of the Complaints and Compliments policy are to:

- Ensure that the complaint system is known about, easily accessible to all individuals, is simple to understand and use, and that complaints are dealt within timely requirements.
- Use complaints as a positive source of feedback, in order to improve the service provided
- Use compliments as a positive source of feedback and motivation to staff for services performed well
- Improve satisfaction and confidence in Enable's ability to listen to its stakeholders and resolve any issues with its services.

Scope

This policy covers all complaints made by dissatisfied learners (learners being those individuals who access any programmes funded by Enable and delivered through any of its consortium), 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:

- Issues relating to the assessment and verification of qualifications (separate procedure)
- Service users of Enable's members as Enable members are expected to have their own procedures in place.

Roles and Responsibilities

All staff employed by Enable will have a role to play in delivering high quality of service. The Operations Manager will always deal with complaints fairly and objectively.

All Consortium members and staff employed to deliver learning programmes should always seek to provide a high quality of service and ensure that the needs of learners are met.

Monitoring and Review of Compliments and Complaints

Monitoring will take place on a quarterly basis by the CEO to assess:

- Number and types of complaints received
- Number of compliments received
- Performance in meeting response times
- Key areas of learning from complaints and compliments

Confidentiality

Any complaint will be dealt with in confidence, without undue fear of reprisal or repercussion. Hard copy documentation will be stored in a locked cabinet with restricted access, following Enable's procedure and in strict accordance with the provisions of the General Data Protection Regulation 2016/67. Any data held or processed will only be used for the purpose of dealing with complaints and for monitoring and will be deleted/destroyed once the complaint is resolved. Only staff directly involved with the complaint / investigation / resolution will be given access to such data. Learners and employers may request a copy of our Data Security Policy if they have any questions or reservations about how their data may be handled.

This Policy will be reviewed annually.

All complaints and compliments will be reviewed annually by the Chief Executive along with other staff as appropriate, to identify where improvements can be made.

Implementation

Review this policy at least every year, and report on progress annually. We are committed to continuous improvement.

Covid-19

Due to the government's recent guidance on Covid-19 (coronavirus), we are having to work differently. We are already continuing to deliver our services in remote and online ways, and with continued professionalism. We are committed to continuing to provide a high level of service during this pandemic. There may however be an impact on how long things take, and should your cause for concern be a complaint, please rest assured that it will be professionally, respectfully and with dignity.

If you are concerned that Covid-19 will, or is, having an impact on your learning, please speak to your tutor, mentor, or training provider, in the first instance. If, however you are unhappy with what they say to you, you might be able to complain and, ultimately, Enable and the Senior Management Team may be able to help. Complaints will be treated fairly, and will helped to be resolved, providing the corrects complaints procedure is followed.

We will continue to monitor any enquiries, complaints, or compliments, following the correct path, and Enable will ensure that they are facilitated through the correct channel, using official advice, where necessary, and will continue to do so throughout the duration of the Coronavirus pandemic.

Enable will review the Covid-19 guidance policy regularly and will alter and/or amend in accordance with government guidelines or when new procedures need to be implemented.

Related Documents and Location

Compliments & Complaints Procedure

Signed: _____

Date: _____

Position: _____