

## Praise and Complaints Procedure (Training)

### 1. Rationale

The Praise and Complaints Procedure is intended to bring matters of concern or good practice to the attention of the Company and enable investigation of those concerns with the aim of a satisfactory resolution. The procedure is an integral part of the Company quality assurance framework.

### 2. Policy Statement

The procedure aims to be simple, clear and fair to all parties involved, with informal resolution an option at any point. Complaints will be handled sensitively and with due consideration to confidentiality. Any person named in a complaint will be informed of the substance of the complaint and will have the right to reply as part of the investigation.

It is expected that except in exceptional and fully documented circumstances; a complainant who wishes to make a complaint will invoke the informal stage in the first instance. In the event of a complaint not being resolved at the informal stage, the formal procedure may be used. The Company will accept written statements of praise or complaint and will take appropriate action to disseminate and/or investigate the claim. Action will be taken where deemed necessary.

### 3. Entitlement

This Praise and Complaints Procedure is for use by apprentices, potential apprentices, employers, clients and the general public. No complainant bringing a complaint under this procedure, whether successfully or otherwise will be treated less favourably by any member of staff than if the complaint had not been brought. If evidence to the contrary is found in this regard the member of staff may be subject to disciplinary proceedings under company policy. Anyone making a malicious complaint could lead to disciplinary action being taken. It should also be noted that anonymous complaints cannot be investigated.

### 4. Implementation

The procedure is divided into two parts, an informal procedure, which emphasises resolution at the 'local' point where the complaint arose and which may involve a member of Senior Management as facilitator of the procedure along with the Technical Trainer. The formal procedure is operated by a member of the Senior Management team within timescales that will enable complaints to be resolved as quickly as possible.

# Harlaxton

Engineering Services Limited

## 4.1 Informal Procedure

It is anticipated that most complaints can be resolved through informal means. Usually, problems can be resolved by explaining the situation and discussing ways forward. Resolution should be sought from the service area in which the complaint arose, by expressing the complaint to the most appropriate member of staff. If assistance is needed to resolve complaints informally, a member of the Senior Management team can be called on by either party.

## 4.2 Formal Procedure

If the response to the complaint under the informal procedure is not considered by the complainant to be satisfactory or if the complainant does not feel able to use the informal procedure, he/she may invoke part I of the formal procedure by either completing a formal complaints recording form or alternatively submitting the complaint in writing to the Managing Director. A member of staff will be able to assist with the completion of the complaints form if required. The Complaints Administrator (Human Resources) will acknowledge receipt of the complaint within three working days.

Outcomes of the Praise and Complaints Procedure Complaints:

- Should a complaint be upheld, the Managing Director may make recommendations to the Technical Trainer.
- If a complaint is not upheld, the complainant will be informed in writing with reasons for its rejection.
- Any conclusions and recommendations will be communicated in writing to the complainant and the Technical Trainer.
- Complaints will be monitored and analysed so as to identify any trends or issues relating to equality, diversity and inclusion and reviewed annually.

## 5. Evaluation

All instances of praise or complaints will be taken into consideration, along with the results of investigations and any action taken, in an annual review of Company services. This policy will be reviewed annually.

A copy of the Formal Complaint Recording Form is on the following pages

## Formal Complaint Recording Form

# Harlaxton

Engineering Services Limited

Please complete **all** sections of this form in order for your complaint to be dealt with effectively

### 1. Complainants Details

Title (Please tick)						Gender (Please tick)	
<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	<input type="checkbox"/> Other	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
First Name			Last Name				
Full Address (Including Postcode)							
Contact Number/s							
Date of Birth (dd/mm/yyyy)							

Harlaxton Engineering is committed to ensuring equality of opportunity. As part of this commitment we collect data to monitor how we are progressing against our Equality and Diversity Action Plan. The information you provide will help us monitor our services across the College and put in place actions to address any issues. The information provided on this form will not be attributed to an individual. College reports will be used solely for the purposes of the College's monitoring processes.

How would you describe your ethnic origin or personal identity? (Please tick)

<input type="checkbox"/> 31	English/Welsh/Scottish/N. Irish	<input type="checkbox"/>	<input type="checkbox"/> 32	Irish	<input type="checkbox"/>
<input type="checkbox"/> 33	Gypsy or Irish Traveller	<input type="checkbox"/>	<input type="checkbox"/> 34	Any Other White Background	<input type="checkbox"/>
<input type="checkbox"/> 35	White & Black Caribbean	<input type="checkbox"/>	<input type="checkbox"/> 36	White & Black African	<input type="checkbox"/>
<input type="checkbox"/> 37	White & Asian	<input type="checkbox"/>	<input type="checkbox"/> 38	Any Other Mixed/Multiple Ethnic Background	<input type="checkbox"/>
<input type="checkbox"/> 39	Indian	<input type="checkbox"/>	<input type="checkbox"/> 40	Pakistani	<input type="checkbox"/>
<input type="checkbox"/> 41	Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/> 42	Chinese	<input type="checkbox"/>
<input type="checkbox"/> 43	Any Other Asian Background	<input type="checkbox"/>	<input type="checkbox"/> 44	African	<input type="checkbox"/>
<input type="checkbox"/> 44	African	<input type="checkbox"/>	<input type="checkbox"/> 45	Caribbean	<input type="checkbox"/>
<input type="checkbox"/> 46	Any Other Black/African/Caribbean Background	<input type="checkbox"/>	<input type="checkbox"/> 47	Arab	<input type="checkbox"/>
<input type="checkbox"/> 98	Any Other Ethnic Group	<input type="checkbox"/>	<input type="checkbox"/> 99	Not provided	<input type="checkbox"/>

Do you consider yourself to have a learning difficulty / disability?

Yes

No

Course Name (if applicable)

Your status (Please tick)

Apprentice

Employer

Employee

Parent / Guardian

Organisation

Member of the public

HES1002

2. Outline details of the complaint, including dates

3. Please explain here what steps you have taken, together with dates, to resolve your complaint using the Informal Procedure.

If you feel unable to use the Informal Procedure, please set out your reasons here:

4. This section to be completed by member of staff receiving the complaint

The complaint was made (please tick)

In person		By telephone		Complaint form		Letter		Email	
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Signed

\_\_\_\_\_

Print Name

\_\_\_\_\_

Date

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Please forward this form to the **Managing Director, Harlaxton Engineering** together with copies of any letters or other relevant papers.