

COMPLAINTS POLICY

Approved by Senior Management of FWD Training & Consulting Ltd (“FWD”)

Current until: 01/05/21

Last Review date: 16/04/20

Next review date: 16/04/21

Post holder responsible for review: Operations Manager

Primary Distribution to: All staff of FWD

FWD recognise the necessity for a clear complaints procedure in order to ensure that any complaints that may arise will be dealt with and resolved efficiently, effectively, fairly, and within reasonable timeframe.

Handling Complaints at FWD

Complaints made to FWD will be handled in an efficient and effective manner in order to avoid any unnecessary escalation of any issue and to restore the satisfaction of the customer. The company recognises the importance of handling complaints in order to improve the service it provides.

FWD recognises the following points to be integral to an effective complaints procedure:

- **Accessibility** – The procedure should be well publicised and be clearly understood by staff and service users.
- **Communication** – Staff should be trained in the correct handling of any complaint, and where to direct communications. Complaints should receive early direct contact with the person making the complaint by an appropriate member of staff. There should also be communication amongst staff where relevant to avoid further aggravation of a situation. There should also be a system in place where complaints are logged to enable feedback and continued communication throughout the complaint process, and also to enable improvements to be made.
- **Timescales** – Complaints should be dealt with in the first stage within five working days, and the complainant will be notified for any reason for delay.
- **Fairness** – The complaints procedure should be clear about roles and responsibilities. Complaints are also dealt with in an impartial and fair way. Responses should be proportionate.
- **Credibility** – Complaints should be managed by a director who can implement changes and advise appropriately where necessary. Complaints should be reviewed by someone who has the independence and authority to ask questions, get facts and recommend changes.
- **Accountability** – Information should be provided in a clear manner and should be properly managed. There should be a follow up on any complaint to ensure any necessary changes are implemented efficiently and promptly. Complaints should be regularly monitored to ensure timescales and satisfaction is met. The process should be reviewed periodically, kept up to date and all relevant parties informed.
- **Root Cause** – Efforts should be made to establish the root cause of a complaint. Complaints should be analysed to identify whether a root cause is structural and/or endemic, so that measures can be taken to remedy the problem at source.

A blank FWD Complaints Form is attached to this policy.

Handling complaints at FWD should occur in three stages. A response to complaints will be sent within 2 days from receipt with a full response with outcome will be carried out within 15 days. The complaints procedure is as follows:

Stage of process	Procedure
Stage 1	<p>All complaints will be directed to the relevant manager in the first instance. An error or misunderstanding can usually be resolved quickly and informally at this stage. The maximum response time at this stage is five working days. The complainant will be notified if there is a delay and the reason for it. Responses will be made by telephone, email or letter. All complaints are recorded on the company complaints log held and monitored by FWD’s Operations Manager.</p>
Stage 2	<p>If the complainant is unhappy with the outcome of Stage 1, the matter will be referred to the FWD Operations Director. At this stage the complaint will be fully investigated within ten working days. The complainant will be notified if there is to be any further delay and the reason for this.</p>
Stage 3	<p>If the outcome of the complaint is still unsatisfactory at Stage 2, the complainant has the right of appeal to FWD’s Managing Director. A full review will then be carried out within a further ten working days. The complainant will be notified if there is to be any further delay and the reason for this.</p>
Stage 4	<p>If the complainant is still unhappy with the outcome of the investigation they will be referred to ESFA who will provide further support and guidance. Further information from the EFSA can be found below: https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure</p>

