

COMPLAINT HANDLING POLICY

Last updated: **05/03/2022**

The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

Scope of the policy

This policy is provided for TTT customers, including learners and staff members who are using or delivering the courses or qualifications TTT offer.

Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website www.theteachertrainer.co.uk.

Communication of the policy

It is important that TTT staff (involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications) and learners undertaking our qualifications, are fully aware of the contents of the policy. It is a requirement that staff at TTT access, read and understand the policy during their induction.

Review of the policy

TTT will review the policy annually as part of our self-evaluation process and revise it as and when necessary. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

TTT is committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, customers and learners, and in particular by responding positively to complaints thereby making it satisfactory and fair for all concerned, and by putting mistakes right.

Statement of principles

TTT aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- we deal with it promptly, politely and confidentially
- we respond in the right way - for example, with an explanation or apology
- we learn from complaints, use them to improve our service
- annually review our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly

- enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

Definition: A complaint can be defined as 'any expression of dissatisfaction that relates to 'TTT' and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

TTT's responsibilities are to:

- acknowledge the formal complaint in writing
- respond within the stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and TTT maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Stage 1

If a complaint is unable to be resolved informally, the complainant should email their complaint to a relevant member, so that they have a chance to put things right. In the email, the complainant must provide all the important details [complainant's full name, date(s) of attending the course, any supporting evidence in the form of documents or date(s) and time(s) of occurrences, alternative email address (if necessary) etc.], the consequences for them as a result and the remedy they are seeking.

Complaints will be acknowledged by TTT within 3 working days (except weekends) of receipt of a complaint. Complaints will be investigated by relevant TTT staff members. As part of the investigation regarding a complaint, a TTT staff member may undertake interviews with the relevant people involved.

A complainant will be informed of the investigation outcome and decision within 10 working days (2 weeks) of a complaint being acknowledged (this may be extended, depending on the nature of the complaint). Should this be the case, the situation will be explained to the complainant.

Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to TTT Centre Manager (admin@theteachertrainer.co.uk) and ask for their complaint and the response from TTT to be reviewed.

TTT Centre Manager will acknowledge a complaint within 3 working days (except weekends) of the receipt of a complaint. Responses to complaints will be within 10 working days (2 weeks) of the acknowledgement.

TTT's aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If a complainant is not satisfied with the subsequent reply from TTT Centre Manager, they then have the option to contact the relevant Awarding Organisation with regard to the complaint. The Awarding Organisation will undertake an investigation into any complaints received, in line with their own Complaints Policy. TTT will be happy to provide the learner the details to contact the relevant Awarding Organisation. The Awarding Organisation will investigate any complaints made in line with their Complaints Policy.