

 <p><i>Creating Brighter Futures' is the underpinning mission and purpose of FNTC. (Inspiring learning to achieve success)</i></p>	<p>Policy Number: PP-OM-02</p> <p>Version: 2</p> <p>Issue Date: November 2015, May 2017</p> <p>Review Date: November 2019</p>
<p>Policy title: Compliments, Comments, Concerns and Complaints Policy and Procedure</p>	
<p>Policy author:</p>	<p>Melanie Davies OM</p>
<p>Policy Owner:</p>	<p>Melanie Davies OM</p>
<p>Impact assessment status:</p>	<p>X Initial screening complete, no adverse impact/potential for adverse impact <input type="checkbox"/> Full impact assessment required</p>
<p>Approved by: SLT</p>	<p>Date: November 2015, May 2017</p>
<p>If you need help reading this document, or require it in a different format, please call 02380 866664</p> <p>Chief Executive Officer: Elizabeth Young</p>	
	

1. Introduction

This document outlines FNTC's policy towards Compliments, Comments, Concerns or Complaints received from external parties e.g. learners, employers, awarding bodies, the general public.

FNTC aim is to ensure that this Policy is properly and effectively implemented and that the service users feel confident their voice is listened to and acted upon promptly and fairly whether it is a Compliment, Comment, Concern or a Complaint that has been made.

FNTC believe that this Policy is an essential part in measuring the quality of the service provided and in identifying any areas of our service that may need to be reviewed and improved.

A Compliment is an expression of praise regarding the standard of service provided by FNTC.

A Comment is expressing an opinion or a reaction that can be made about the service, processes, staff or learners.

A Concern is an expression of worry, anxiety, apprehension or doubt that can be made about a course, a member of staff, a process or anything relating to FNTC.

A Complaint is an expression of dissatisfaction regarding the standard of service, actions or lack of actions by FNTC. A Complaint can be expressed verbally or in writing and will require investigation to resolve.

Any feedback can be made verbally, in writing or by email.

2. Scope

This policy is applicable to all who come into contact with our services.

3. Objectives

- To ensure that all compliments are recognised and to share that praise with the relevant staff members.
- To ensure that all comments and concerns are logged and addressed appropriately.
- To ensure that all complaints are dealt with in a fair and effective manner and resolved to the satisfaction of the person who lodged the complaint.
- To ensure that FNTC identify opportunities to improve their service but also acknowledge what is working well.

4. Responsibilities

All staff have a responsibility to read and understand this policy and ensure that all feedback whether verbally or written is forwarded to the Office Manager for appropriate action.

5. Implementation/Procedures

5.1 Compliments

A Compliment can be made either verbally or in writing. If made verbally, the staff member receiving the compliment should ensure they write down all aspects of the compliment including date and time of call, and where possible read back to the person to confirm they are happy with the content.

The details of the compliment should be passed to the Office Manager who will record the details on the Compliment Log. A copy of compliment will be passed to the head of the relevant department and a copy passed to the Chief Executive Officer (CEO).

The CEO will review the compliment and then provide an appropriate form of praise to the staff member/s who have been involved in the aspect of service which is complimented.

The Office Manager will thank the originator of the compliment for the feedback.

5.2 Comments

Any comment made regarding the service or the way service is being delivered and which is deemed to be conducive to improving any area of the business should be passed to Office Manager for recording and processing appropriately.

5.3 Concerns

Any concerns raised should be passed to Office Manager for recording and processing appropriately. It is important to recognise that a concern is a potential complaint.

5.4 Complaints

A complaint can be made either verbally or in writing no matter how seemingly unimportant, should be taken seriously.

- If made verbally, the staff member receiving the complaint should ensure they write down all aspects of the complaint including date and time, and where possible read back to the complainant to confirm the contents are correct. All contact with the complainant should be polite, courteous and sympathetic. If a complaint is received by email, respond with the following:

“Dear, Thank you for your feedback; in accordance with our policy I have forwarded your comments to the Office Manager who will implement the complaints process”

- The details of the complaint should be passed to the Office Manager who will record the details on the Complaints Log. An acknowledgement letter will be sent to the complainant within two working days (see Appendix A) together with a copy of the complaints procedure.
- The Office Manager will then forward the details on to the appropriate staff member who will be acting as the Investigating Officer.
- The Investigating Officer may contact the complainant prior to the investigation.
- The Investigating Officer will complete the investigation feedback form and provide details of the outcome in writing to the Complainant a copy of the investigation feedback must be sent to the Office Manager within 2 weeks.
- If the outcome of the investigation results in a change of process then the investigation feedback form will be taken to SLT for approval.
- If the complainant is not satisfied with the outcome then they can appeal. The appeal must be received at the office within 7 working days from the date of resolution letter.
- The appeal will be conducted by a member of the SLT and a response will be provided to the Complainant within 5 working days from receipt of their appeal letter.
- If the complainant is still dissatisfied they have the right to contact Ofsted, who will conduct their own investigation.

6. Communication

Once approved this policy and procedure will be shared via all staff email and stored in [Z:\Quality\Policies and Procedures\OM](#). The policy and procedure will be discussed at team meetings as well as being added to the office files for all staff to have reference.

7. Monitoring and Evaluation

This policy will be reviewed at least every 24 months and annually at SLT via the Compliments, Comments, Concerns and Complaints report.

8. Associated information, Guidance and related policies

- PP-DTLAQ-01 Anti Bullying and Harassment
- PP-DTLAQ-08 Appeals

- PP-DTLAQ-09 Equality and Diversity
- PP-HRO-06 Staff Conduct

Appendix - Template Holding Letter for Receipt of Complaints

Appendix A

Template Holding Letter for Receipt of Complaints

NAME

ADDRESS

DATE

Dear

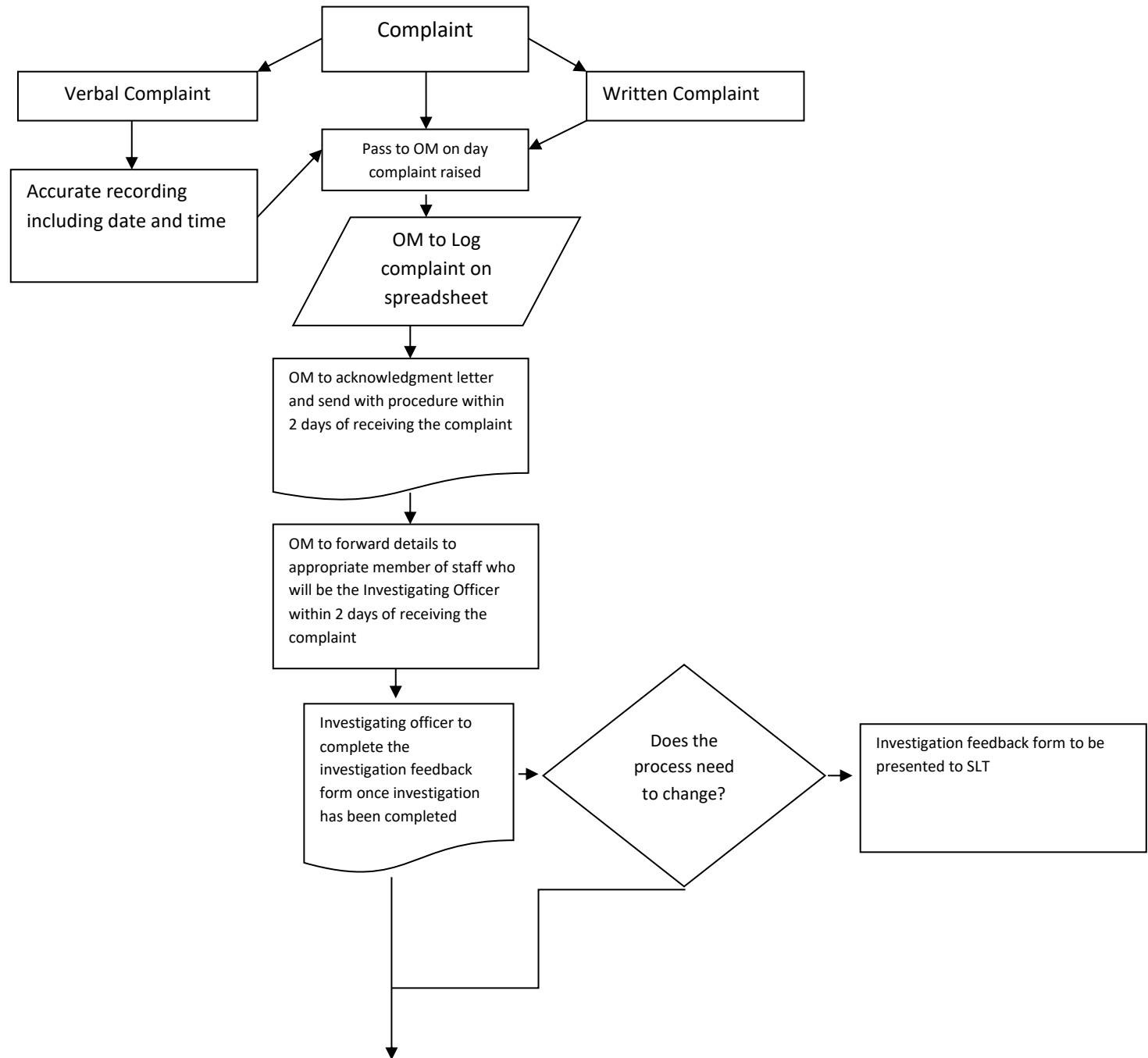
RE: Receipt of Complaint

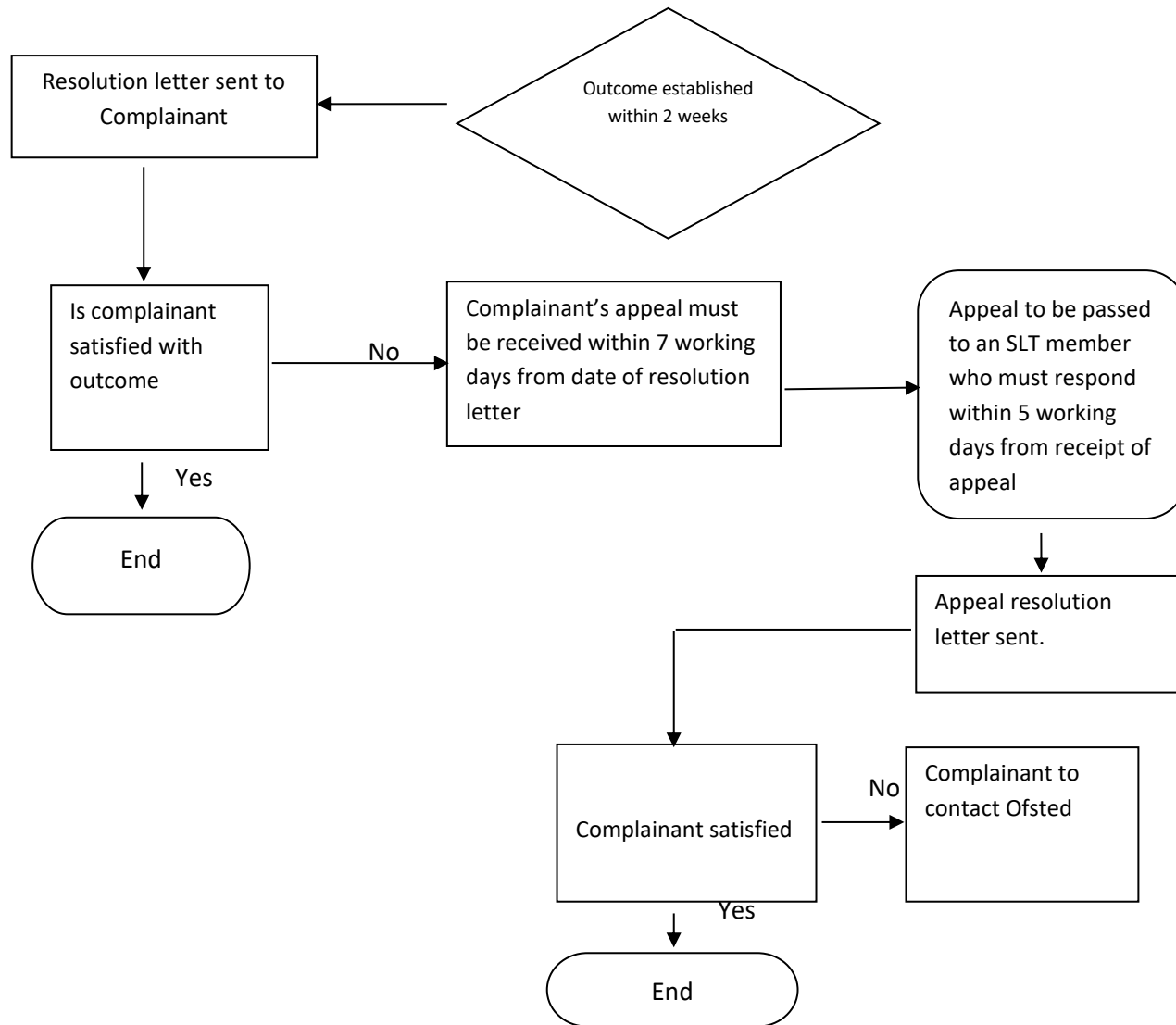
I am writing to confirm receipt of your complaint regarding *SUMMARY OF COMPLAINT* FNTC Training & Consultancy treat all complaints regarding our service provision seriously and, as outlined in Customer Complaint Policy (a copy of which is enclosed), *INVESTIGATING OFFICER NAME* will be the Investigating Officer following the complaint.

INVESTIGATING OFFICER NAME will be in contact to obtain a full background on the issues and to discuss the steps FNTC Training & Consultancy will be taking to resolve the issues identified.

Yours Sincerely

Melanie Davies
Office Manager





Initial Equality Impact Assessment	
Audit Prompt	Response
Name of document: Compliments, Comments, Concerns and Complaints Policy and Procedure	
Author of document: Melanie Davies	
Initial screening questions	
1. What is the aim or purpose of the document?	FNTC aim is to ensure that this Policy is properly and effectively implemented and that the service users feel confident their voice is listened to and acted upon promptly and fairly whether it is a Compliment, Comment, Concern or a Complaint that has been made.
2. Who is affected by the document? <ul style="list-style-type: none"> • Staff • Learners (please indicate which groups) • Members of the general public (please specify who) 	Staff Learners Employers All who come in to contact with our services
3. Has anyone complained about the document? (if yes, give details)	No
4. Does the document have the potential to cause adverse impact or discriminate against different groups of people?	No
5. Does the document make a positive contribution to equality & diversity in the Centre?	yes

A full impact assessment will be needed if this initial screening reveals an adverse impact, or potential for adverse impact on people with protected characteristics.

Refer to full Impact Assessment (Yes/No) and reasons why	
If yes, Priority Level (High, Medium, Low)	

Signed: _____ *M Davies* _____ Name: Melanie Davies OM Date: 4th April 2016