

Complaints Policy Statement

At Stanfords Training, we believe that learners should find it easy to raise a complaint or express a concern. We welcome complaints and view them as valuable opportunities to learn, adapt, improve, and enhance the quality of our services.

This policy ensures that all complaints and comments from learners or their relatives are taken seriously and dealt with appropriately. It is important to note that this policy is not intended to assign blame, investigate potential negligence, or provide compensation. It does not form part of the company's disciplinary procedures.

We recognise that failing to listen to or acknowledge complaints can lead to escalating problems, learner dissatisfaction, and potential legal issues. We are committed to addressing complaints early, openly, and honestly. In most cases, complaints can be resolved informally and effectively at a local level between the complainant and the company.

However, if the complainant is not satisfied with the outcome at this stage, we fully respect their right to escalate the complaint through the appropriate channels. Our complaints procedure complies fully with current legislation and regulatory requirements.

Aim of the Policy

The aim of the company is to ensure that its complaints procedure is properly and effectively implemented and that learners feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

The goals of Stanfords Training are to ensure the following.

- Learners are aware of how to complain and that the company provides easy to use opportunities for them to register their complaints.
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 28 days.
- All complaints are responded to in writing by the company.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and students.

The named Complaints Manager at Stanfords Training Ltd is Baba Jaiteh, responsible for handling and following up on all complaints.

Where possible, complaints should be resolved informally between the complainant and the company. If the issue cannot be resolved locally, the complainant will be advised on how to escalate the matter.

Further support and advice

- If additional advice is needed, the following organisations may be helpful:
- Citizens Advice Bureau
- Equality and Human Rights Commission (EHRC)
- Disability Law Service
- Community Legal Service Direct (England & Wales)
- Scottish Legal Aid Board (Scotland)
- A solicitor

Office of the Independent Adjudicator for Higher Education (OIA)

Oral Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously.
- Tutors who receive an oral complaint should seek to solve the problem immediately.
- If the staff cannot solve the problem immediately, they should offer to get the manager to deal with the problem.
- All contact with the complainant should be polite, courteous and sympathetic. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- At all times staff should remain calm and respectful.
- Staff should not make excuses or blame other staff.
- After talking the problem through, the manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable, then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing and give them a copy of the company's complaints procedure.
- In both cases details of the complaints should be recorded in the complaints book.

Written Complaints

Preliminary steps

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant. A leaflet detailing the company's procedure should be forwarded to the complainant.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage any investigation by the company under the complaint's procedure should cease immediately.

If the complainant is not prepared to have the investigation conducted by the company, he or she should be advised to contact the Office of the Independent Adjudicator for Higher Education (OIA) Equality and Human Rights Commission (EHRC) disability helpline

Investigation of the Complaint

- Immediately on receipt of the complaint the company should launch an investigation and within 28 days the company should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.

Meeting

- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologizing for what has happened need not be an admission of liability).
- Such a meeting allows the company to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Follow-up action

- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach

the local authority's complaints service or Local Government Ombudsman if the complainant is not satisfied with the outcome.

- The outcomes of the investigation and the meeting should be recorded in the complaints book and any shortcomings in procedures should be identified and acted upon.
- The management should discuss complaints and their outcome at a formal business meeting and the complaints procedure should be audited by the manager every six months.

Training

Baba Jaiteh is responsible for organising and co-ordinating training.

All staff should be trained in dealing with and responding to complaints. A complaints policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend.



Signed:

Policy Date: 01/08/24

Next Review Date: 01/08/25