



## Customer Complaints Policy & Procedure

Whilst the organisation strives to ensure that at all times customers, candidates, clients and users of our programmes and services will be fully satisfied, we acknowledge that there may be occasions where this is not always the case.

Therefore in the instance where any individual is unhappy with the service we have provided, the following procedure will apply.

### Stage One

Where any individual is unhappy with a programme or a service provided, they should contact, within **14 Days**, stating the nature of their complaint to;

#### Group Operations Manager

Further Training

Taylor's Lane

Oldbury

B69 2BN

### Stage Two

Upon receipt of the letter of complaint the Group Operations Manager will be responsible in ensuring that the complaint is investigated. Within **21 Days** of receipt of the letter of complaint the Quality & Learner Engagement Manager will write to the individual explaining the outcomes of the investigation, and describing how their grievance will be addressed.

If the complaint cannot be investigated within 21 days, the Quality & Learner Engagement Manager will write to the individual stating this and indicating when the investigation will be completed and a response provided.

### Stage Three

If the individual is dissatisfied with the outcome of the investigation or the proposed remedial action, they can write directly to the Chief Executive. The Chief Executive will then investigate and write to the individual, describing the outcomes of the investigation and his final decision within **28 Days** of notification of the complaint. If the complaint cannot be investigated within this timescale, the Chief Executive will write to the individual stating when an investigation will be completed.

In parallel to this Complaints Procedure all individuals undertaking accredited qualifications delivered directly by Further Training are a liberty to raise issues and concerns as outlined by the various Awarding Bodies. This procedure will have been notified to each candidate upon registration for his or her award. All complaints will be treated in the strictest confidence and comply with the organisation's Equality & Diversity strategy.