

Chameleon Vocational Training Limited Complaints and Feedback Policy

Chameleon Vocational Training Limited (CVT) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Scope of the Policy

This policy applies to all service users and learners (including fulltime/work placement students and apprentices). Our service users also include public and private funded business and any third-party arrangements or contracts for associated work and End Point Assessments. Most of this policy is inclusive, and as such is applicable for all our users and learners, where the process differs for a cohort of users, the difference will be highlighted in bold/and or italics.

This policy does not cover complaints from staff, who should use Chameleon Vocational Training Limited's Grievance and Discipline policies, (to be found in the Employee Handbook)

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Chameleon Vocational Training Limited knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Chameleon Vocational Training Limited, being the service provided and/or a member of staff.

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- Shortfall in contract arrangement
- Delay of learning delivery /assessment and certification

- Performance of staff
- Data/process management
- Lack of response to an enquiry
- Invoicing issues

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest and/or has contact with CVT in a professional context.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection (GDPR) requirements.

Responsibility Overall responsibility for this policy and its implementation lies with the company Director, Michelle Quinn.

Complaints Procedure of Chameleon Vocational Training Limited

Publicised Contact Details for Complaints:

Written complaints may be sent to Chameleon Vocational Training Limited, Unit 6C, Glover Industrial Estate, Spire Road, Washington, NE37 3ES

or by e-mail to enquiries@cvt-uk.com

verbal complaints may be made by phone on 0191 3406060

or in person to Michelle Quinn at Chameleon Vocational Training Limited, at the above address

Details of our policy and processes can be found on our website www.cvt-uk.com

The above information can be used by **service users and past students and apprentices.**

For current learners/students: it is advisable to first contact your lecturer or mentor immediately if you have an issue or complaint, if the issue is with that individual then contact another member of the teaching staff. If you are uncomfortable with this then the Company Director will take the complaint. This complaint can be made verbally or written on the formal complaints/appeal form, available from the office. The process below will then be followed.

For current Apprentices: if the issue is work related then the apprentice should speak with their immediate line manager in the workplace. During Induction you will have been advised who to contact with a complaint and the employer's Human resources and complaints procedures. If the complaint/issue is with your teaching and learning, then please contact your lecturer or mentor. This complaint can be

made verbally or written on the formal complaints/appeal form, available from the office. The process below will then be followed.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to CVT
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words. For further guidelines about handling verbal complaints, see the practical guidance at the end of the policy for assistance with dealing with complaints.

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Michelle Quinn within one week of the complaint being received.

On receiving the complaint, Michelle Quinn records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint's procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at a higher level. At this stage, the complaint will be passed to the shareholders. The request for a higher-level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The shareholders may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Shareholders decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Management /Shareholders may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Company Director/ should not also have the Company director as the person leading a Stage One review. Etc.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting on what you have noted down

- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal

Appeals Process

CVT have Appeals policies and processes which stakeholders and learners can access if they wish to appeal against a decision taken by CVT.

- All CVT staff involved in the management, assessment and quality assurance of qualifications must familiarise themselves with CVT's appeals policy and procedures.
- Stakeholders and learners at CVT must be made aware of the contents of the appeals policy.
- CVT will ensure appeals are handled consistently and in a timely manner.

Process

- The stakeholder/learner must make CVT aware of their intention to submit an appeal this must be in writing.
- An appeal by a stakeholder/learner must be in writing and signed and dated by the learner.
- Appeals received by email will be accepted.
- Stakeholders/learners have 10 working days from the date they were notified of the decision/or the incident in which to lodge an appeal.
- CVT will acknowledge receipt of the appeal in writing.
- CVT will consider the appeal and discuss with relevant parties the outcomes and the decision for the outcome.
- CVT will notify the stakeholder/learner of the outcome in writing. This policy is reviewed regularly and updated as required.
- If the outcome is still unsatisfactory then the stakeholder/learner may seek external/professional advice regarding the matter.