



Fit Training International

Compliments, Comments and Complaints Policy and Procedure

COMPLIMENTS, COMMENTS AND COMPLAINTS

POLICY

1. This policy outlines how Fit Training will deal with compliments, comments and complaints from customers and clients

2. Fit Training strives to achieve the highest standards of customer service for all customers and clients. Customer service standards are defined through the Quality Improvement Plan. Service standards are monitored and maintained by managers and directors.

3. Fit Training is committed to having a formal Compliments, Comments and Complaints Policy and Procedure which allows customers to provide valuable feedback about our products and services. This will ensure that we provide quality services for our customers and are responsive to their needs.

4. Customers are defined as: Students, External customers using Fit Training facilities, Businesses, Organisations or individuals that the College works with or has a business relationship with.

5. The purpose of the Compliments, Comments and Complaints Policy is:

a. To encourage customer feedback

b. To provide effective means for people who use Fit Training services to provide feedback, whether positive or negative

c. To confirm the individual's right to complain or share their opinions

d. To ensure that compliments, comments and complaints are dealt with effectively and impartially

e. To direct that complaints should be resolved:

· as quickly as possible · as close to the point of delivery as possible · fairly (for all parties) · with the minimum of inconvenience to the Complainant · In a consultative manner and with the aim of agreeing a solution

f. To ensure that we respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner as a key part of our customer service strategy

g. To provide a framework for the delivery of the Compliments, Comments and Complaints Procedure

6. The Compliments, Comments and Complaints Policy will not be used to deal with staff disciplinary issues or grievance issues. There are separate policies in place to cover these areas. In some instances a reported complaint might lead to an investigation under a separate policy. In this case the customer will be kept informed as appropriate.

7. Fit Training does not entertain anonymous complaints in all but the most exceptional of circumstances.

8. Policy on malicious complaints – Fit Training takes the issue of malicious complaints very seriously. If, after investigation, a complaint is considered to have been made maliciously and/or without foundation then this could, if appropriate, result in disciplinary action against the person making the complaint.

9. All complaints and compliments are associated with Fit Training and not with individual members of staff. This point is to be read in conjunction with point 5.

10. The objective of the complaints process is to investigate and improve the services that we offer and to be accountable to our customers and clients. The policy of Fit Training is to respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner. All complaints will be treated seriously.

11. The Compliments, Comments and Complaints Procedure below will detail minimum expectations, timelines, responsibilities and the agreed process for responding to Customer feedback.

12. All complaints will be dealt with fairly and decisions will be made on the balance of probabilities.

13. Any customer who feels that the Fit Training has not dealt effectively with their complaint has the option to take up the complaint with the Skills Funding Agency via the 'Complaints against Providers' process. Customers will be informed of this process once the Fit Training process is exhausted.

PROCEDURE FOR COMPLIMENTS, COMMENTS AND COMPLAINTS

The objective of this procedure is to:

1. Implement the above compliments, comments and complaints policy for Fit Training
2. Ensure that Fit Training responds to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner as a key part of our customer service strategy
3. Welcome feedback as an opportunity to improve the services that we offer
4. Encourage a culture of openness around compliments/comments/ complaints
5. To direct that complaints should be resolved: · as quickly as possible · as close to the point of delivery as possible · fairly (for all parties) · with the minimum of inconvenience to the Complainant · in a personal way, observing best practice for customer service
6. To ensure that customer compliments, comments and complaints are used to develop overall improvements to the way that we work.

All compliments, comments and complaints will be treated seriously but should be dealt with informally in the first instance whenever possible and addressed at the point of delivery.

Compliments and Comments All compliments and comments should be properly acknowledged and the customer thanked for their feedback. · Compliments or comments received in writing should be acknowledged in writing · Whoever receives a compliment or comment should pass it on to the Head of Curriculum, CEO or Learner Engagement in order that the staff in the Fit Training can understand customer feedback and drive recognition of good performance.

Complaints

Informal Complaints - Complaint handling formula All team members are involved in customer service so may be involved in handling Team members dealing with a complaint should work to the following simple formula: 1. Listen 2. Ask questions 3. AGREE a solution – check satisfaction 4. Implement the solution – NOW 5. Follow up and check satisfaction

The aim should be to deal with less significant issues in an informal way at the point of service delivery to ensure a speedy resolution.

Internal Customers – learners In the first instance, learners should discuss their complaint with their Tutor. Many problems can be resolved with this direct interaction. If an immediate resolution is not possible, or the student is not satisfied with the outcome, they should inform their Tutor or another member of the staff team who will ensure that the matter is investigated informally. The member of staff will try to identify an informal solution to the problem.

If the student is not satisfied with the proposed informal solution, they may choose to then make a formal complaint to the Head of Curriculum or CEO responsible for their course.

If a student needs help in making a formal complaint, this can be obtained either through the main office or by contacting a member of the Student Services Team.

External Customers · External customers are individuals, groups or organisations using Fit Training facilities and businesses, organisations or individuals that the Fit Training works with or has a business relationship with · Informal feedback should initially be directed to a member of staff within the area where the complaint is based. Complaints can often be resolved with this direct interaction · However if the customer is not satisfied with the outcome then they may choose to then make a formal complaint to the Head of Curriculum, CEO or Head of Department responsible for the area of the complaint

Formal Complaints If the customer is not satisfied with the informal resolution to the complaint then the formal complaints process begins.

· A formal complaint is one received in writing via letter or email or made over the telephone to a senior member of staff. Alternatively a complaint initially dealt with informally can be made formal at the request of the customer or if it cannot be resolved informally. Fit Training will not ask customers to put complaints in writing in order to trigger the formal complaints process · Formal complaints must be logged, investigated and the outcome recorded. The CEO is responsible for monitoring complaints so must be made aware of formal complaints as soon as they are received. · Scanned/emailed copies of all complaints should be sent to the CEO as soon as they are received · Notes of any telephone conversations should be taken and copies kept of all correspondence

Stage 1 – receipt of complaint/processing/immediate response · Email should be used whenever possible · The CEO should contact the customer IMMEDIATELY (within 2 working hours), by telephone if possible, to explain that they are dealing with the complaint, to give the customer their contact details and to agree the timeframe for resolution

Stage 2 – Investigation/Agreement of resolution/Confirmation of resolution The CEO will: · Investigate the complaint by interviewing staff or customers as necessary. Notes should be taken of phone calls and meetings · Consult with managers · Agree the resolution with the customer within two working days of receipt of the complaint or within the previously agreed timeline · Resolution should be presented/agreed in person where possible or, failing that, by telephone. Resolution should only be presented in writing if no other contact details are available or if specifically requested by the complainant · The target timeframe to agree a resolution to a complaint with all customers is within two working days of receipt. This may not be possible in complex cases, in which case the customer should be informed of the proposed timeframe to agree a resolution

If the customer is satisfied: · Inform the CEO of the agreed resolution and follow up in writing to the customer to confirm it within a further 5 working days

Stage 3 – Escalation If the customer remains dissatisfied following the response from the CEO the complaint is escalated to the Director.

- CD is now the complaint owner and will do the following:
- CD will contact the customer IMMEDIATELY to explain that they are now dealing with the complaint and to agree the next step – in most cases this will be a face-to-face meeting
- CD will write to the customer to confirm that they are dealing with the complaint and to provide a copy of the Fit Training Compliments, Comment and Complaints Procedure
- CD to meet with the customer or speak on the telephone and agree a solution/give a response
- Follow up in writing

Stage 4 – Appeal In exceptional circumstances if the customer is still not satisfied after the previous steps they may appeal in writing. The appeal will be dealt with by an appropriate member of the Executive within 14 days. The Exec member will consult with colleagues who have been involved in the complaint, meet with the complainant to hear the appeal and give a final decision.

Stage 5 – Final Appeal In very exceptional circumstances if the customer is still not satisfied after the previous steps then the matter can be appealed in writing within a further 14 days.

Any customer who feels that Fit Training has not dealt effectively with their complaint has the option to take up the complaint with the Skills Funding Agency via the 'Complaints against Providers' process. A copy of this process is available for customers from the main office and customers will be informed of this process once Fit Training process is exhausted.

General Notes on formal complaint handling process

- All complaints will be considered as complaints against Fit Training and not against individual members of staff
- Every communication either from the complainant or from the College should be copied to the CEO
- Notes will be kept of meetings, all telephone calls will be logged and this information will be copied to the CEO
- The appropriate member of staff will give a full written response to the complaint within 7 working days of

receipt wherever possible · When this is not possible explanation will be given in writing to the customer within ten days with a proposed schedule for response · The final response should include an explanation to the customer of how to take their complaint further, if necessary · All complaints will be treated as confidential and will be handled with sensitivity by the CEO

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