

## CUSTOMER COMPLAINTS POLICY & PROCEDURE

### Policy Statement

Vocational Training Services Care Sector Ltd (VTS) is committed to providing a high quality apprenticeship delivery service throughout Essex and into the surrounding counties.

We aim to provide our customers (employers, learners and visitors) with the best possible service in all areas of our operations. From time to time we understand that our customers may feel our service has fallen short of expected standards, and may wish to make a complaint. If this happens, we undertake to deal with all such matters promptly and fairly, in accordance with our published procedure.

Furthermore, we will maintain a complaints log in order that we are able to analyse the nature of complaints, compile meaningful data and use this to continually improve our services.

This policy is intended for customer complaints regarding the quality of services. Matters relating to learners who are not happy with assessment or verification decisions are dealt with under our Appeals Procedure.

We expect minor grievances and day to day issues to be resolved promptly and verbally between the complainant and the relevant VTS staff member, or perhaps by involving VTS management on an informal basis. However, for complaints of a more serious nature which cannot be resolved in this way, the complaints procedure will be followed.

In following our published procedure, we pledge to:

- Give our customers a straightforward process to follow
- Assure our customers of our best attention in dealing with their grievance
- Ensure that we investigate all complaints promptly, thoroughly, fairly and respecting confidentiality
- Arrive at a resolution which is satisfactory to both parties
- Keep customers informed at every stage of the process
- Deal with all complaints in accordance with our Equality & Diversity policy
- Maintain a comprehensive log of complaints data
- Use complaints data to improve our services going forward
- Retain complaints data in accordance with GDPR compliance & our Privacy Policy

### Responsibility & Authority for upholding the policy & procedure

Responsibility lies with all VTS staff members in terms of providing our services to the high standard we expect. Staff should be aware of minor grievances emerging and deal with them promptly, referring to senior management as necessary, in order to avoid escalation. In spite of best efforts, if a customer informs a staff member that they wish to make a complaint, that staff member will immediately signpost the customer to our complaints procedure and inform senior management accordingly.

The Director, Mandy Holland has ultimate responsibility and authority for the management, implementation, review and updating of the Complaints Policy & Procedure.

## Complaints Procedure

