

Work Instructions

Title: Compliments, Suggestions and Complaints Process	Document No.: ACTAPPS-WI-0014 Revision No: 2
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Revision History:

Issue	Change	Author	Date
1	Initial Release	S Shepherd-Loxton	31/07/17
2	<ul style="list-style-type: none"> • Addition of offering of Complaints Form • Update CST to OST – Operations Support Team 	S Shepherd-Loxton	16/02/18

POLICY STATEMENT

Activate Apprenticeships and Activate Business School aims to continuously provide high quality services for all its clients, learners, funding partners and other stakeholders. As part of quality improvements, we welcome feedback on the services we provide, and do not require clients to wait to be contacted if they have a compliment about aspects of our service that they regard as outstanding. Where a client feels that our service falls below the standard they expect, they have a right to make a suggestion or complaint. Activate Apprenticeships and Activate Business School commits to responding and resolving all complaints within the specified time scales, to the best of its ability. Should a complainant not be satisfied with the resolution proposed, the complainant has a right to appeal to the CEO of Activate Apprenticeships and Activate Business School.

1. Purpose

- 1.1. To provide a clear and consistent framework for dealing with compliments, suggestions and complaints, from Internal and external clients of Activate Apprenticeships and Activate Business School, so that they can be monitored and reviewed to ensure continuous improvement.

2. Scope

- 2.1. This process covers all client led feedback initiated by internal and external clients. It does not cover feedback prompted by Activate Apprenticeships or the ESFA, or other such deliberately targeted surveys. Neither does it cover any feedback requested via questionnaires through our Business School courses and products, which will be collated and dealt with via another route.

3. Reference Documents

- 3.1. ACTAPPS-FRM-0035 - [Client Led Feedback](#)
- 3.2. ACTAPPS-FRM-0045 – [Complaint Form](#)

4. Responsibility

- 4.1. All staff are responsible for ensuring that they are aware of and follow all relevant policies and procedures.
- 4.2. Whoever receives the feedback is responsible for recording the initial detail in Client Led Feedback (CLF), assigning a reference number and setting up an electronic folder in SharePoint to store documentation relating to the feedback.
- 4.3. The Recipient should forward compliment, suggestion or unresolved complaint to the relevant PTM or Line Manager who will become the Owner. When the Recipient resolves the complaint on the same day they are responsible for completing CLF and saving the documentation.
- 4.4. The Owner is responsible for investigating the complaint while updating both the Complainant, CLF and saving documentation until it has been resolved and closed.
- 4.5. The Activate Learning Group is responsible for the central overview of complaints and for monitoring compliance with standards. This is administered by the Group Administration service, under leadership of the Group Administration Manager. Activate Apprenticeships will provide the monthly data to the Group Administration Manager for reporting to the Group Executive Team.
- 4.6. The Activate Apprenticeships Quality Board has overview of compliments, suggestions and complaints, and will monitor these for emerging themes and learning points and report to the Group Executive Team on key trends, via the Group Administration Manager.

5. Definitions

- 5.1. **Compliment** – is an expression of satisfaction by a learner, employer or any stakeholder. It is an expression of gratitude or appreciation to staff for the quality of training and service provided.
- 5.2. **Suggestion** - is an idea relating to a possible improvement in the Client experience
- 5.3. **Complaint** - is any expression of dissatisfaction about action, or lack of action, or about the standard of service provided by, or on our behalf.
- 5.4. **Recipient** – anyone who receives any compliments, suggestions or complaints, and who are responsible for entering initial details in to the Client Led Feedback and alerting the appropriate Owner for resolution. The Owner is likely to be a PTM or other Line Manager.
- 5.5. **Owner** – will own the feedback until closed/resolved.
- 5.6. **Complainant** – person making the complaint
- 5.7. **CLF** – Client Led Feedback .xls document for recording feedback. Located in *Sharepoint > Activate Apprenticeships > Client Experience > Compliments, Suggestions and Complaints 2017-18*
- 5.8. **PTM** – Professional Training Manager
- 5.9. **OST** – Operations Support Team

6. Procedure

- 6.1. Most complaints can be resolved informally by discussing the issue with the member of staff who receives the complaint. Even if a complaint is resolved immediately, it should be logged in CLF, so that the information can be analysed, trended and improvement measures put in place as appropriate.
- 6.2. If a complaint is not resolved on the same day as it is raised by the Complainant, or if there is a complaint which is received in writing, it is deemed that there will be further investigation required.

- 6.3. Where investigation is required, the complaint should be acknowledged by the Owner, within 2 working days, with an idea of what action will be taken to investigate the issue, and a date of when the Complainant will be contacted, either with a resolution or an update. At this point the Complainant should be sent the Complaint Form and asked to complete and return it. The Owner should take over completion of CLF.
- 6.4. Complaints should aim to be resolved and a written response provided within 15 working days. If it is not possible to resolve within this timescale, the Owner will advise the Complainant in writing of the reason for the delay and expected date of resolution. Issues should be closed off by the Owner, in CLF when resolved.
- 6.5. All written correspondence should be filed by Recipient and Owner in a folder titled with the reference number on SharePoint, [Compliments, Suggestions and Complaints 2017-18](#).
- 6.6. CLF will be monitored on a weekly basis at the OST meeting and escalated accordingly. Entries on CLF will be reported to the Group monthly.

7. Workflow

