

# OMPLAINTS (INCLUDING FEEDBACK & COMPLIMENTS) POLICY

Date Created	01/11/17
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## 1. SCOPE

We are committed to providing a high-quality service to all our customers. EasTec UK Ltd views complaints as an opportunity to learn and improve our services to customers as well as an opportunity to put things right for the person or organisation that has made the complaint.

EasTec UK Ltd's aim is to ensure complaints are handled sensitively and speedily to enable us to:

- Demonstrate our commitment to clients, learners and other stakeholders
- Demonstrate our commitment to providing the best possible service
- Help to find out about things that have gone wrong so we can fix them
- Help to prevent things going wrong again in the future.

A complaint is defined as an expression of dissatisfaction with a product or service delivered by EasTec UK Ltd whether justified or not.

## 2. RESPONSIBILITIES

Overall responsibility for this policy and its implementation lies with EasTec UK Ltd.

## 3. POLICY PRINCIPLES

Our policy principles are to:

- Provide a fair complaints procedure which is clear and easy to use
- Publicise our complaints procedure so that people know how to contact us
- Make sure everyone at EasTec UK Ltd knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way
- Ensure complaints are, wherever possible, resolved and that relationships are repaired
- Gather information which helps us to improve what we do
- All complaint information will be handled confidentially.

## 4. COMPLAINTS PROCEDURE

EasTec UK Ltd will not normally investigate complaints which are received more than six months after the incident or occurrence took place.

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Complaints can arrive through many different channels and may be received verbally, by phone, by email or in writing.

## 4.1 Complaints received by telephone or in person

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 EasTec UK Ltd
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Ask the complainant to send a written account by post or by email.

## 4.2 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
- 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 back what you have noted
- Acknowledge the person's feelings (even if you feel that they are being unreasonable)
- If you feel that an apology is deserved, 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
- Make sure that the person understands what they have been told.

## 4.3 Complaints by letter or e-mail

Written complaints may be sent to EasTec UK Ltd, 16 Hackford Road, Hardingham, Norwich, NR9 4ED or to [j.strudwick@eastec.co.uk](mailto:j.strudwick@eastec.co.uk)

## 4.4 Resolving Complaints

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In many cases, a complaint that is informal 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. All complaints are required to be logged by EasTec UK Ltd whether informal or formal.

If a complaint cannot be resolved immediately and requires to be formally addressed by EasTec UK Ltd the complaint process applies.

## 4.5 Complaints process

- **Step 1** - the complaint information will be passed to EasTec UK Ltd within 3 days of receiving the complaint
- **Step 2** - the information will be added to the complaints/opportunities to improve log
- **Step 3** - a letter acknowledging receipt of the complaint will be sent within 5 days of receiving it, enclosing a copy of this policy, a contact name and date of expected reply.
- **Step 4** – the complaint will then be investigated
- **Step 5** - we will write within 15 days of receiving a complaint, confirming our final position - Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved at this stage, they can request that the complaint is reviewed by a different person at EasTec UK Ltd and the following process applies:

- **Step 6** - a letter acknowledging receipt of the complaint will be sent within 5 days of receiving it
- **Step 7** – the complaint will then be investigated
- **Step 8** - write within 15 days of receiving the complaint confirming our final position - Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint
- **Step 9** - The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution.

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The complainant also has the right to raise any complaints to the appropriate Awarding Organisation or Accrediting body and or the regulators such as Ofqual, SQA Accreditation, Qualification Wales, CCEA or complaint to the Scottish Ombudsman for Scottish provision if they felt that SQA Accreditation had not dealt with their complaint adequately.

Complaints procedure and contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

- SQA Accreditation <http://accreditation.sqa.org.uk/accreditation/home>
- Ofqual <https://www.gov.uk/government/organisations/ofqual>
- Qualification Wales <http://qualificationswales.org/splash?orig=/>
- CCEA <http://www.ccea.org.uk>

## 5. COMPLIMENTS AND FEEDBACK

EasTec UK Ltd defines a compliment as an expression of praise concerning a high level of service delivery and/or customer care received.

Acknowledgements will be sent within 3 working days of receipt in respect of all feedback and compliments.

Compliments and feedback which warrant a response will be replied to within 15 working days.

Compliments and feedback is communicated internally and via social media networks if applicable to external stakeholders and partners.

## 6. MONITORING

Complaints are reviewed regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the impact on other learners is considered and action is taken to ensure learners are not disadvantaged.

This policy is reviewed regularly and updated annually or as and when required.

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