



# **Compliments & Complaints Policy and Procedure**

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## Version Control

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## 1. Introduction

Remit's aim is to deliver a high-quality service where the learner is at the heart of everything we do.

Remit welcomes all types of feedback on our services and aims to ensure that all complaints are dealt with quickly and effectively, and a satisfactory outcome is achieved for all parties.

Users of Remit's services may wish to recognise good quality service and express their satisfaction with the service provided. Users should be assured that their positive comments will be forwarded to relevant colleagues as Remit likes to recognise and share excellent practice.

Remit is committed to dealing with compliments and complaints in a fair and transparent manner via accessible procedures, which enable:

- Complainants to be clear of the process and associated timescales
- Colleagues to be clear about their responsibilities within the process
- The recognition and sharing of good practice

Remit encourages customer feedback and gathers and analyses this as part of the drive to improve the quality of service.

Most issues can be resolved quickly and helpfully by Remit colleagues. Remit colleagues recognise that informal or low-level issues may be symptomatic of a negative trend; therefore, all departments readily respond to such feedback and address any underlying problems. However, if the response is unhelpful or slow, then it may be that the issue will become a formal complaint.

Where areas of development are identified, a full review takes place, actions are identified and policies and procedures are reviewed, developed, and disseminated.

Remit aims to ensure that:

- informal concerns are resolved quickly and effectively
- Issues are dealt with promptly, politely, and confidentially
- making a formal complaint is as easy as possible
- full responses are provided in the event of a formal complaint with information, an explanation, or an apology provided where appropriate
- complaints are used to improve the service on offer
- there is an annual review of the Compliments and Complaints Policy and Procedure.

All individuals making a complaint have a right to vocalise their feeling if they do so in good faith and should feel able to raise their opinions without fear of victimisation.

## 2. Scope

This policy applies to all customers of Remit's services. Learners and employers are made aware of this policy during induction.

### 3. Responsibility

#### 3.1 Informal Concerns

It is the responsibility of each manager to maintain the quality of Remit's services in their area and it is therefore expected that they ensure issues are managed effectively and resolved as quickly as possible to avoid them turning into formal complaints.

#### 3.2 Formal Complaints

The Quality team's responsibility is to:

- acknowledge the formal complaint in writing
- seek the learner's written permission to disclose personal information where the learner is being represented by a 3<sup>rd</sup> party, as per General Data Protection Regulations
- assign an investigating officer, usually the relevant manager
- ensure the response is formulated and sent within 10 working days

A complainant's responsibility is to:

- raise concerns promptly and directly with a representative of Remit
- bring their complaint, in writing, to Remit's attention normally within 4 weeks of the issue arising
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Remit a reasonable time to deal with the matter
- Respond to all communication from Remit within 4 weeks of the communication being sent, after which time the complaint will be closed.
- recognise that some circumstances may be beyond Remit's control

### 4. Compliments and Complaints

#### 4.1. Compliments

A compliment is an expression of praise. It is a positive statement about a service provided by or on behalf of Remit or about the helpfulness, attitude, or approach of a colleague.

It is important that compliments are recognised and shared about the service provided. A compliment from a customer may be made to any colleague by:

- Telephone
- E-mail
- Feedback Forms
- Letter
- In person

Details of any compliments received should be sent to [feedback@remit.co.uk](mailto:feedback@remit.co.uk). This information will be recorded on the feedback database and will be shared with the relevant management team for the purpose of recognition and sharing of good practice.

## 4.2. Complaints

A complaint is an expression of dissatisfaction or disquiet with the quality of a service or with a failure to provide a previously agreed service, or with the attitude or behaviour of a colleague.

A customer who is dissatisfied with the service that Remit delivers for whatever reason or who has made a comment/asked a question but remains unhappy with the response may wish to make a formal complaint.

Remit will treat any complaint received seriously regardless of the route chosen to make the complaint, however anonymous complaints will not be investigated as Remit are unable to investigate the case further or respond appropriately to the matter.

Remit's Complaints Procedure (Appendix 1) details how complaints should be progressed, irrespective of by whom and how they are received.

Remit colleagues receiving a formal complaint will:

- Record details of the complaint and e-mail the information to [feedback@remit.co.uk](mailto:feedback@remit.co.uk)

The Quality Team will:

- acknowledge the formal complaint in writing
- seek the learner's written permission to disclose personal information where the learner is being represented by a 3<sup>rd</sup> party, as per General Data Protection Regulations
- assign an investigating officer, usually the relevant manager
- ensure the response is formulated and sent within 10 working days

Occasionally, a very complex complaint will need more time to investigate and the Quality team will ensure the complainant is always kept informed.

## 4.3 The Difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Remit takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular remit colleague, we will respect your views. In these cases, the Learner Services and Well-Being Manager will refer you to another colleague. Similarly, if the colleague directly involved feels unable to deal with a concern, the Learner Services and Well-Being Manager will refer you to another colleague. The colleague may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Remit will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

## 4.5 Confidentiality

Details of complaints are kept confidential and shared only with:

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- The complainant
- Those being the subject of the complaint
- The line manager of the area in concern
- The Quality team
- Chief Executive Officer

Only when it is necessary to involve others in the investigation is the information shared, and this is on a 'need to know' basis.

All documentation relating to the complaint will be kept electronically in a complaints file and database and will be held by the Quality team for 5 years.

#### 4.6 Complaints regarding Remit Colleagues

Complaints against Remit colleagues will be investigated thoroughly with the involvement of their Line Manager and the HR Department, this may result in action in line with Remit Policies. Where appropriate, it may be necessary to involve the relevant public bodies.

A record of these types of complaints will be kept on file by Human Resources.

#### 4.7 Right of Appeal

Any complainant who is dissatisfied with the outcomes of the investigation when it has been through Stage 1 has a right to appeal to the Quality Director. These rights are explained in the Complaints Procedure (Appendix 1).

#### 4.8 Complaints made to an external organisation

If for any reason a complainant is not satisfied with the outcome of a complaint made to Remit, they can, once the Remit procedures have been exhausted through the Appeal process, take the complaint to the relevant Awarding or external organisation for further consideration. Your DC or the Learner Experience Team ([feedback@remit.co.uk](mailto:feedback@remit.co.uk)) will be able to advise you of the complaints process and contact details for the relevant Awarding Organisation, EPAO or Regulatory body. If the complainant remains unhappy with the outcome, then the complaint should be escalated to the relevant qualification regulator.

Learners in England should follow the guidance outlined in the ESFA complaints procedure [Complaints procedure - Education and Skills Funding Agency - GOV.UK](#).

Alternatively, apprentice learners can contact the apprenticeship helpline, this can be by emailing [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk) or by telephone 08000 150440.

#### 4.9. Complaints made for Scotland and Wales

The Remit complaints procedure is open to all candidates (or their representatives) engaged on our training programmes.

The procedure is designed to resolve complaints concerning expression of dissatisfaction about the action or lack of action, or about the standard of service provided.

Complaints can be of the following nature;

- Delays in responding to your enquiries & requests
- Bias / discrimination
- Failure of Remit to provide adequate training or services
- Our standard of service
- Treatment by or attitude of a member of our staff or our partners

- Any other relative issues

1. Handling complaints effectively is very important to Remit. It is also very helpful to know when a service has been delivered well to apprentices.
2. Hearing about any relative issues you have and about what you've really appreciated about Remit services is important.
3. Anyone can make a complaint. This includes a representative of someone who is dissatisfied with service provided. Note that complaints should be registered as soon as possible following the issue arising.

Scottish apprentices on regulated qualifications have the right to complain to SQA Accreditation following the exhaustion of the procedures below if they feel the Awarding Body did not deal with their complaint appropriately. To make a complaint, you will need to complete the appropriate form on EP – [Scottish Complaint and Process Form](#)

For Welsh apprentices on regulated qualifications have the right to complain to Qualification Wales (QiW) following the exhaustion of the procedures below if they feel the Awarding Body did not deal with their complaint appropriately. To make a complaint, you will need to complete the appropriate form on EP – [Welsh Complaint Process and Form](#)

## 5. Surveys

Remit regularly solicits and collates feedback from customers by using surveys which are sent in a variety of methods such as online/phone/post. Any Compliments or Complaints made through the surveys will be referred to the relevant manager for review and resolution.

## 6. Timing

Compliments/Complaints should be made through the appropriate channels as soon as possible. The time limit for making a complaint is one month from the date of the original incident.

The complainant must respond to all communication from Remit within 4 weeks, after which time the complaint will be closed if no response has been received.

The timings for acknowledgement and resolution of a complaint can be found in the Complaints Procedure (Appendix 1) and these will be reviewed on an annual basis.

## 7. Reporting

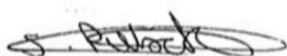
All customer feedback will be collected by the Quality team. There will be a record of each compliment or complaint, which will be used to track progress and where relevant, to assist action planning processes to improve services.

Regular reports and a formal annual report will contain statistical analysis of all compliments, complaint and feedback received.

## 8. Policy Review

This policy will be reviewed annually, or when deemed necessary for a change to the policy to provide continued support for all stakeholders.

**Signed**



**Position** Chief Executive Officer

## Appendix 1 - Procedure

### Formal Complaints Procedure

#### Stage 1

In the first instance, if you are unable to resolve the issue informally, you should send an email to [feedback@remit.co.uk](mailto:feedback@remit.co.uk). Your email should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. (Please note a complaint made more than a month after the event will not necessarily be considered except in exceptional circumstances. This will be judged on a case-by-case basis by the Quality team.)

You can expect your complaint to be acknowledged by the Quality team within 5 working days of receipt.

At stage 1 the Quality team will assign an investigating officer; this will normally be the relevant manager.

The investigating officer will:

- clarify the nature of the complaint
- meet or contact the complainant for clarification or further information
- obtain the complainants thoughts on possible solutions
- gather and review all relevant documentation
- interview those who may be involved (allowing them to be accompanied if they wish)
- keep written records of all interview notes, meeting minutes, telephone calls.

You should get a response and an explanation and/or resolution within 10 working days. If the investigation needs to take longer than the original 10-day timeframe, the Quality team will contact you to give an update and a revised time frame for the response.

On conclusion of the investigations, the investigating officer will provide you with a reasonable explanation/resolution.

Any written response should be checked by the Learner Services and Well-Being Manager prior to being sent.

A written response if needed will normally include the following:

- a summary of the original complaint
- a description of the process undertaken
- the outcome of the investigation, including the reasons (taking into consideration confidentiality)
- potential next steps.

Any written response should be checked by the Learner Services and Well-Being Manager prior to being sent.

If the complainant is not satisfied with the outcome of the response, they can request that the complaint goes to stage 2 of the process. This must be done within 4 weeks of the final response being sent.

## Stage 2 - Right of Appeal

If you are not satisfied with the initial response to the complaint, then you can progress to an Appeal. You can expect the Quality team to acknowledge your request within 5 working days of receipt.

In this case, the details of the complaint will be escalated to the Quality Director who will review the action already taken and provide a further response within 10 working days.

The Quality Director will investigate the process that has been followed and the appropriateness of the response.

A written response, if needed, will normally include:

- an evaluation of whether the complaint has been managed according to the complaints policy and procedure.
- an evaluation of whether the response is fair and appropriate
- the next steps according to the findings of the Appeal

## Final Stage

If for any reason a complainant is not satisfied with the outcome of a complaint made to Remit, they can, once the Remit procedures have been exhausted through the Appeal process, take the complaint to the relevant external Awarding Organisation for further consideration.

Learners in **England** should follow the guidance outlined in the ESFA complaints procedure:

[Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Learners in **Scotland** should follow the guidance outlined in the SQA complaints procedure:

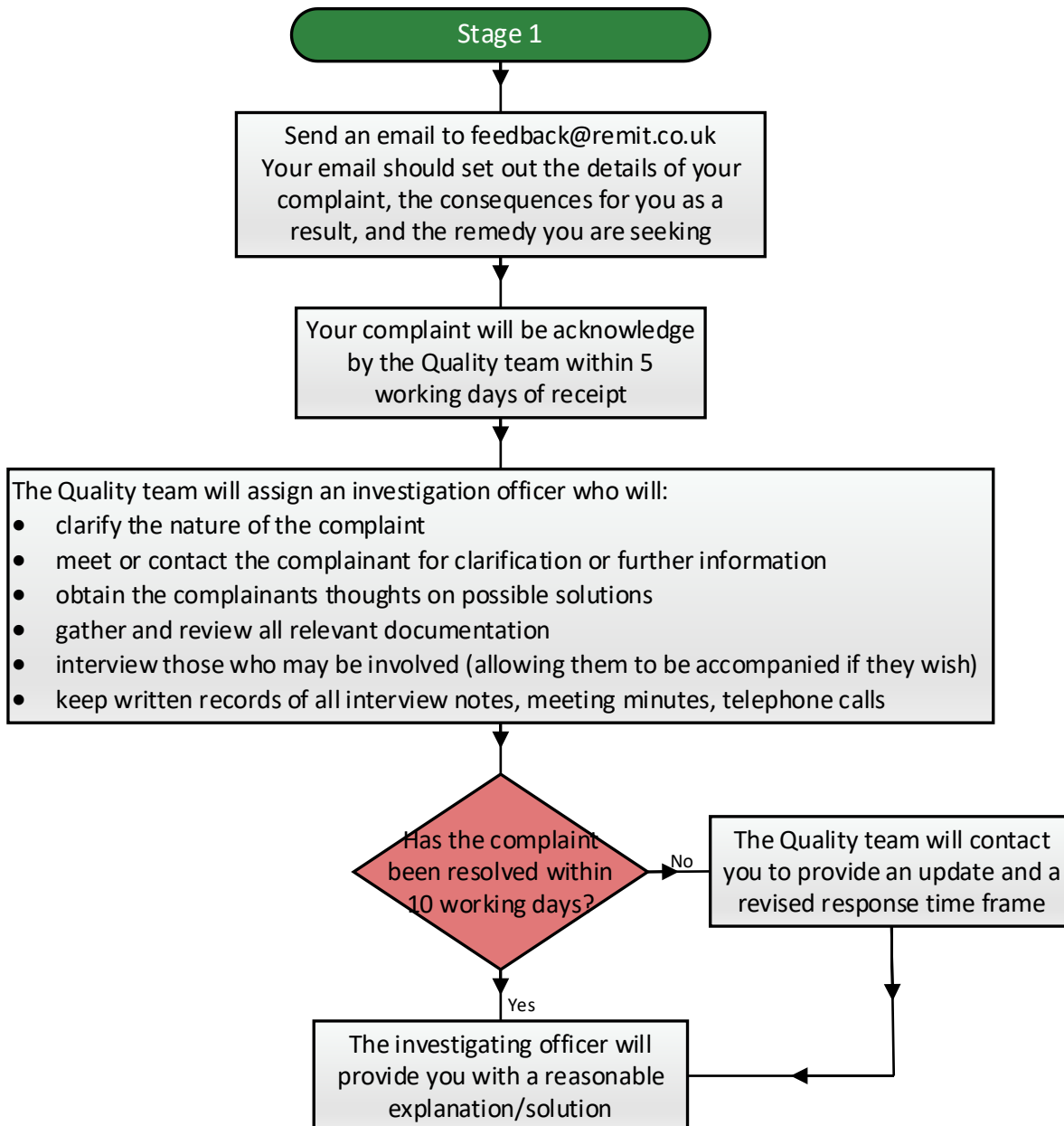
[The Model Complaints Handling Procedure for the Scottish Government, Scottish Parliament and Associated Public Authorities in Scotland A Guide for Customers Word-version \(sqa.org.uk\)](http://sqa.org.uk)

Learners in **Wales** should follow the guidance outlined in the QiW complaints procedure:

[Qualifications in Wales \(giw.wales\)](http://giw.wales)

Alternatively, apprentice learners can contact the apprenticeship helpline, this can be by emailing [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk) or by telephone 08000 150440.

Learners in Scotland and Wales can contact the Awarding Organisation (IMI) or the Regulator (SQA Accreditation, Qualifications Wales).



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The Quality Director will provide a further response within 10 working days

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