**Complaints Policy**

**Introduction**

eTraining Ltd. is committed to providing high-quality in the provision of education and training and high standards in carrying this out. We believe any discrimination, sexual harassment or victimisation problems are best resolved internally with this complaint’s procedure. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and the company.

**Procedure**

By registering for an apprenticeship qualification through eTraining the learner and employer have agreed to abide by its complaint’s procedure, as outlined below. The learner and employer can make a formal complaint about anything linked to administration, training, assessment, verification, or personnel conduct whether they are receiving services from eTraining or not.

A complaint arises when the learner considers that a service has not been delivered as they might reasonably expect and can take the form of:

* *Inappropriate conduct of an eTraining representative*
* *Failure to follow eTraining’s policies*
* *Failure to follow an Awarding Body’s Code of Practice*
* *Failure to reach service standard*
* *Failure to provide a service*
* *Failure to carry out action promised*
* *Inefficient delivery of service*
* *Wrong or incomplete information given*

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if agreed by both parties.

We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint.

A Manager will contact you to discuss and hopefully resolve your complaint. This can either be over the phone or in a meeting. He/ she will do this within 14 days of sending you the acknowledgement letter.

Within three days of the contact, the Manager will write to you to confirm what took place and state any solutions agreed with you.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director to review the complaint.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, explaining our reasons and identifying any further action that you can take.

There may be times where complaints are dealt with outside of the time framed mentioned, all parties will be notified and in agreement with this.

Complaints should be in writing and can use the below form.

**Tim Rowe**

**Director**

**eTraining Ltd**

**Bromley Business Centre**

**27 Hastings Road**

**Bromley**

**Kent**

**BR2 8NA**

**tim.rowe@etraining-uk.com**

**Dealing with a complaint: The Process**

**Through this process our aims to:**

* *Recognise and collect complimentary feedback in a formal and structured way*
* *Encourage complainants to resolve their dissatisfaction through open and informal procedures in the first instance*
* *Provide clear procedures for users of our services to raise their comments in a way that is free from intimidation and excessive bureaucracy*
* *Ensure that staff are provided with the necessary guidance and skills to handle compliments and complaints effectively and appropriately, in accordance with the procedures*
* *Ensure that the complainant is advised of the outcome of their complaint within the specified timeframes*
* *Offer guidance and support to complainants with making their complaints and any subsequent appeals*
* *Ensure that privacy and confidentiality is respected when dealing with a complaint*
* *Ensure all complaints are investigated thoroughly and fairly*
* *Protect the complainant and other parties involved in the complaint from recrimination or reprisal both during a complaint and following its closure*
* *Remedy the complaint and recompense complainants where there are sufficient grounds to do so*
* *Provide the complainant with the right to appeal the outcome of their complaint*

We recognise that there may be aspects of its operations exceed or fall short of its requirements. Its aim is to identify areas of success, to share good that practice and reward appropriately. Alternatively, dissatisfaction should be managed as quickly as possible to improve the quality of service provided. The basic principle of these procedures is that complaints should be resolved at the earliest possible opportunity.

**Please see below for the complaints form.**

Signed: 

Name: Tim Rowe

Position: Director

Date: 14/10/2021

Next review date: Oct 2022

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| --- | --- | --- | --- | --- |
| Name: |  | | | |
| Contact Number: |  | | | |
| Email Address |  | | | |
| Job Title: |  | | | |
| Your relationship to eTraining | | | | |
| Apprentice | | Employer representative | Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Please state | |
| Employment Address: |  | | | |
| Detail of Grievance:  Please give as much detail as possible including full names  Please continue onto another sheet if required and date and sign it |  | | | |
| Signature: |  | | Date: |  |