

Complaints Policy and Procedures

Introduction

The Portland Training Company “Portland Training” is committed to ensuring the provision of high quality training services. We believe that all users of our services have the right to make a complaint when they are dissatisfied with the service they have received.

Portland Training recognises that there will be occasions when its actions do not meet reasonable expectations. If you need to complain about the way in which a matter was handled, your complaint will be investigated by a senior member of staff at Portland Training.

All complaints will be taken seriously and investigated in accordance with the agreed procedures set out below. Any individual who wishes to make a complaint will be treated fairly and respectfully and can remain anonymous if they wish.

This policy does not cover internal staff grievances or complaints. These are covered under separate procedures.

Portland Training also wants to hear about the things within our service that you feel have been a good experience for you as a user. If you feel for example the learning and training you have received has been a good experience and encouraged you to continue on your learning journey to progress to the next level or you have developed a good relationship with one of our team through the support you have received, or you want to share the benefits of the qualification you have undertaken then please complete the Compliment Form. Portland Training will use your feedback to share with the team as best practice to ensure all our users receive the same service.

Aims

The policy and procedures are designed to:

- Provide clear guidance for the speedy resolution of complaints in a way that is fair to both the individual and Portland Training and share good feedback with the staff.
- Maintain confidentiality as far as reasonably possible for all parties involved in the complaint
- Ensure the policy and procedures are accessible to all staff
- Provide feedback to staff providing the service and identify areas for continuous improvement.

How we will deal with your complaint

Many complaints can be sorted out quite simply by discussing the problem with the appropriate staff member. However, if, after discussing your concerns with a staff member, you still remain dissatisfied you can make a formal complaint by following the procedure below.

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to, or email the member of staff who dealt with you, or a member of our Customer Service Team (info@portlandtraining.co.uk), so that they have a chance to put things right.

In your correspondence you should:

- set out the details of your complaint
- include the date of course/exam
- include the venue/location
- provide your full name
- advise us of the consequences for you as a result, and the remedy you are seeking

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a full response and an explanation within 15 working days.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Quality Manager and ask for your complaint and the response to be reviewed. You can expect the Quality Manager to acknowledge your request within 5 working days of receipt and a response within 15 working days.

vicki.parker@portlandtraining.co.uk

Portland Training's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply, then you have the option of writing to the Managing Director:

Hollie Warren (Managing Director)
The Portland Training Company
Davian House
Julian Way
Roman Ridge Industrial Estate
S9 1GD

0114 2055515 - hollie@portlandtraining.co.uk

State the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the Quality Manager.

The Managing Director will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation. This outcome will be the final decision by The Portland Training Company.

Relating Policies and Procedures

Appeals Procedure
Data Protection Policy
Fair Assessment Policy
Equality and Diversity Policy

Confidentiality

Information relating to the complaint will only be shared on a need to know basis and will be stored securely in line with GDPR.

Record Keeping

The Customer Complaints and Compliments form will be used to record all complaints and compliments.

All records relating to a complaint or compliment will be kept for a period of time, after which they will be shredded unless they form part of a legal investigation.

Portland Training staff and complainants will have the right to see any information that is held on them.

Review of complaints and compliments

The Director of Portland Training will have the responsibility for annually reviewing all complaints and their outcomes. These may inform future changes in service delivery.

The complaints policy and procedure will be reviewed annually or earlier if there are concerns about their effectiveness.