

## Complaints, Improvements & Compliments Policy and Procedure

### Introduction

The Portland Training Company “Portland Training” is committed to providing opportunities for individuals to upskill and fulfil their potential by delivering outstanding training and development. We believe that all users of our services have the right to make a complaint or request an improvement 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 or request an improvement about the way in which a matter was handled, your request will be logged, investigated and a resolution sought without undue delay.

All requests will be taken seriously and investigated in accordance with the agreed procedures set out below. Any individual who wishes to make a request 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 policies and 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, a good relationship you have developed with one of our team through the support you have received or the benefits of the qualification you have undertaken then please complete the Compliment Form. Portland Training will review your feedback to share with the team as best practice to ensure all our users receive the same service.

### Key Aims

This policy and procedure are designed to:

- Provide clear guidance for the speedy resolution of requests in a way that is fair to both the individual and Portland Training and share feedback internally
- Maintain confidentiality as far as reasonably possible for all parties involved in the request
- Ensure the policy and procedures are accessible to all staff
- Provide feedback to staff providing the service and identify areas for continuous improvement and/or share best practice

## How we will deal with requests

Many requests can be dealt with informally through internal conversations with relevant staff. However, if, after discussing your concerns with a staff member, you remain dissatisfied you can make a formal request by following the procedure below.

## Formal Complaints, Improvements & Compliments Procedure

## Stage 1

In the first instance, if you are unable to resolve the issue informally, you should call the head office on 0808 304 5555. A member of staff will log your request on our improvements form and report the issue to HR. Alternatively, if you would like to raise your request directly with HR, you should call the office on 0808 304 5555 and request a copy of our improvements form. All completed forms should be emailed to:

HR@portlandtraining.co.uk mailto:

You can expect your request to be acknowledged within 5 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 request then you can email the Operations Director, and ask for your request and the response to be reviewed (please ensure you enclose a copy of the original improvements form). You can expect the Operations Director to acknowledge your request within 5 working days of receipt and a response within 15 working days. All completed forms should be emailed to:

[karen.thompson@portlandtraining.co.uk](mailto:karen.thompson@portlandtraining.co.uk)

## 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  
Sheffield  
S9 1GD  
[hollie@portlandtraining.co.uk](mailto:hollie@portlandtraining.co.uk)

State the reason why you are dissatisfied with the outcome (you must include the previous improvements form and any relating correspondence). You must do this within 10 days of receiving the response from Operations Director.

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

## Record Keeping

The improvements form will be used to record all details of requests, which will then be further logged on Portland Trainings Improvements Summary Spreadsheet.

## Review of Requests

All requests logged on Portland Training's Improvements Summary Spreadsheet will be reviewed by the senior management teams in the monthly Management Meeting.

## Timescales

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 requests 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.

If our endeavours still do not meet with your expectations, you have the opportunity to escalate your complaint further to the relevant funding organisation, via the addresses provided below:-

DFE  
Department for Education  
Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT  
<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>

GLA  
City Hall,  
The Queen's Walk,

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Further Your Potential

London. SE1 2AA

<https://www.london.gov.uk/who-we-are/what-mayor-does/contact-city-hall-or-mayor/complaints>

YNYCA  
County Hall  
Racecourse Lane  
Northallerton  
North Yorkshire  
DL7 8AD

<https://yorknorthyorks-ca.gov.uk/contact-us>

ERYCA  
Two Humber Quays  
Wellington Street West  
Hull  
HU1 2BN

<https://www.hullandeastyorkshire.gov.uk/heyca-1/general-information/5>

Please note that the above will only deal with a complaint once the training provider's own complaints procedure has been exhausted.

In the event of a complaint levied at the Organisation for your qualification, a complaint may be made directly to the Organisation. Details and procedure for complaint can be shared upon request.

### **Relating Policies and Procedures**

Appeals Procedure

Data Protection Policy

Fair Assessment Policy

Equal Opportunities Policy

Suitability Policy

### **Data Protection**

Personal Data relating to complaints will be processed in line with GDPR, Portland Trainings Data Protection Policy and Privacy Notice(s).

