



## **WE ARE MOMENTUM LIMITED**

### **COMPLAINTS POLICY, PROCEDURE AND FORM**

Receiving and acting on comments, commendations and complaints is an integral part of We Are Momentum commitment to continually improving its services and working relationships with apprentices/learners, trainees, funding and accreditation bodies, learner employers, partners, suppliers and employees.

#### **Policy Aims**

- The aim of the policy and corresponding procedures is to:
- Recognise good service through the recording of compliments and acknowledge what we have done well
- Drive the improvement of services we provide to customers by responding positively to comments, complaints and suggestions and, where appropriate, making changes to the way in which we deliver services
- Promote a consistent approach to handling comments, complaints, compliments and suggestions that is easy for customers and staff to use
- Provide guidance to apprentices/learners and their employers to ensure they understand the process to follow if they have comments, commendations or complaints on the services supplied to them by the centre and centre staff.
- Provide employees with an arena to commend colleagues and make suggestions.

#### **Definitions**

- Definition of a Compliment/Commendation: An expression of satisfaction with a service the Company provides. This could be satisfaction with an individual member of staff, team or a particular service area.
- Definition of a Suggestion: A remark made about a particular aspect of a service which can be used to improve future service delivery.
- Definition of a Comment: A remark made about a service, including the quality of the service or the means by which it is delivered.
- Definition of a Complaint: A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by the Company or its employees which affects an individual or group of customers.
- Definition of a Complainant for this policy and corresponding procedure: a complainant is a learner, an apprentice, a trainee or their employer who makes a complaint about the services, support or employees of We Are Momentum.



## **Responsibilities**

### The Lead Trainer

The Lead Trainer is responsible for:

- ensuring the implementation of the comments, compliments, and complaints policy

### Service Administrator

The Service Administrator is responsible for:

- administering the comments, compliments, and complaints log
- supporting the Lead Trainer with the complaints process and writing the policy and reviewing it annually

All employees of We Are Momentum employees are responsible for

- adhering to the policy
- raising awareness of the policy and procedures with candidates/apprentices/learners/learner employers
- assisting candidates/apprentices/learners/learners' employers to complete the documentation if required

## **Implementation of the policy**

Procedures: All apprentices/learners/trainees/employers will receive a Compliment, Complaint, Comment or Suggestion Form and access to the Aptem digital learning platform

We Are Momentum will ensure through the complaints process that:

- Individuals who make a complaint are provided with a copy of the policy and procedures
- Individuals who make a complaint are listened to and treated with courtesy and empathy
- Individuals who make a complaint are not disadvantaged as a result of making a complaint
- Complaints are investigated promptly, thoroughly, honestly and openly
- Complainants are kept informed of the progress and outcome of the investigation
- Apologies are given as appropriate
- Action to rectify the cause of the complaint is identified, implemented and evaluated
- Learning from complaints informs service development and improvement
- Complaints handling complies with confidentiality and data protection policies and is transparent
- We Are Momentum employees involved in complaints are given support.

## Complaints Procedure

### Stage 1

1. Complaint is received
2. Form (appendix 1) completed by the receiver if the complaint is not already in this format
3. Complaint is logged into the Compliments, Complaints, Comments and Suggestion Log.
4. Receiver or Lead Trainer attempts to resolve the complaint informally with the complainant.
5. If the complaint is resolved the log is updated and closed out, if the complaint is not resolved move to Stage 2

### Stage 2

1. Contact with the complainant within 2 working days of receiving the complaint and provide the complainant with a copy of the policy and procedures
2. Lead Trainer investigates the complaint
3. Contact with the complainant with the results of the investigation within 10 working days or Contact with the complainant within 10 working days if the investigation and actions to be taken are incomplete Then Within 28 working days with results of the investigation
4. If the complainant is satisfied with result of the investigation, update complaint form, log and close complaint

### Stage 3

1. Complainant is not satisfied with the Lead Trainer's investigation and actions – Contact with the complainant advising them that the complaint is now at stage 3 – within 2 working days
2. Another member of the Senior Leadership Team reviews the investigation and action(s) taken
3. A Senior Leader sends letter to the complainant with details of their conclusion within 20 working days
4. If complainant is not satisfied with the outcome, the complainant will be advised of their right to take the complaint further and will be provided with the appropriate/applicable contact information of:
  - 4.1. The Awarding Body
  - 4.2. The Main Training Provider We Are Momentum limited
  - 4.3. The Education & Skills Funding Agency who will be provided of details of the investigation(s) and meetings and proposed/taken actions and outcomes taken to date.



Any suggestions or comments that result in a change in We Are Momentum procedures will be acknowledged in either the initial acknowledgement contact or in further contact with the person.



## Appendix 1: Complaint Form

Complaint  Compliment  Comment  Suggestion

<b>(Apprentice; Learner; Trainee; Employee) Details</b>	
<b>Name</b>	
<b>Address</b>	
<b>Telephone No.</b>	

How would you prefer us to contact you?

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My complaint/compliment/comment/suggestion is:



The outcome I would like to see is:

Signed (Complainant)

\_\_\_\_\_

Date: \_\_\_\_\_

Signed (Director/Lead Trainer)

\_\_\_\_\_

Date: \_\_\_\_\_