

Greenlight Training Ltd

Complaints Policy

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Compliments, Concerns and Complaints Policy

The purpose of this policy is to promote open and transparent communications for all employees, learners, clients and other stakeholders accessing services provided by the organisation.

All complaints will be treated sensitively and in confidence without undue fear of reprisal or repercussion. We will work to instil a culture through which all learners, employees, clients and customers feel confident to make a complaint where they have any perceived grievance.

The senior management team will give due consideration to any aspects of confidentiality and sensitivity associated with any complaint in determining how any investigation will be conducted, with the wellbeing and safeguarding of learners always being paramount. Where the complaint relates in any way to a safeguarding issue, our Safeguarding Lead will be consulted in terms of the most appropriate way to proceed. Where appropriate / necessary the complainant's anonymity will be reasonably protected.

Where any personal and / or sensitive data is obtained in the course of any investigation, it will be securely stored and processed in accordance with the provisions of the Data Protection Act 2018.

Our aim is to welcome all feedback so that together we can improve our services through actively listening, and responding, to the views of all individuals served by Greenlight Training Ltd.

Definitions

A **compliment** is a polite remark that you say to someone to show that you like their appearance, appreciate their qualities, or approve of what they have done.

A **Concern** is worry about a situation.

A **complaint** is a statement in which you express your dissatisfaction with a particular situation.

Concerns and Complaints – Process

Stage 1 → Informal Resolution

- Any individual with a concern or complaint is invited to discuss the matter with their tutor / assessor in the first instance. All employees are aware of this policy and procedure and will be able to provide appropriate guidance on how to proceed
- If you are not satisfied with the outcome provided following the discussion with your tutor / assessor then you may wish to proceed to stage 2.

Stage 2 → Formal Written Complaint

- If you are dissatisfied with the outcome provided at Stage 1 or you would prefer not to discuss the matter first with your tutor / assessor then you should contact the Administration Team using one of the methods below:
 - Email learning@greenlightsc.co.uk with either Concern, Complaint or Compliment within the Subject Field
 - Telephone 01752 604713
 - Send a letter to Greenlight Training Ltd, Bergstrand House, Parkwood Close, Plymouth, PL6 7SG
 - Complete the Feedback Form which can be completed on-site or downloaded from www.greenlightsc.co.uk
- Once we have received your concern / complaint, we will acknowledge receipt of this within five working days* (* working days relates to **usual working days from Monday through to Friday**, excluding weekends, Public Holidays and office closure days).
- Correspondence will be shared with the manager / director responsible and a full investigation will take place.
- The Head of Vocational Learning will normally reply to the complainant within 20 working days* from the acknowledgement of their feedback. This response will outline the outcomes of the investigation. Complainants should be aware that

Greenlight may not be able to provide full details of the investigation or outcomes because of either the Data Protection Act (2018) / General Data Protection Regulations (2018) if the complaint relates to a third party. If the complaint does involve a third party then a limited response will be provided. If we are unable to provide a full or limited reply within the 20 working days due to detailed enquiries still taking place then Greenlight Training will issue an interim response explaining what is being done to deal with the issue and when the complainant can expect to receive an appropriate response. Where a concern / complaint is not upheld, reasons will be given as to why this is so.

- Some concerns / complaints may benefit from a panel approach to try and manage / resolve issues more promptly. This approach will be used if multiple issues have been raised or the potential feedback is complex. Where a panel approach is advised, concerns / complaints will be placed on hold for up to 20 working days *, to allow suitable and sufficient time for meetings to be held. Further examples of where a panel approach may be used are as follows:
 - If the concern is about a member of staff and has the potential to lead to Staff Disciplinary or Capability Procedures then HR may take the lead on the investigation
 - If the concern is linked to Equality, Diversity and Inclusion then the Directors will take the lead
 - If the concern is linked to Safeguarding; then one of our Safeguarding Leads (Roger Edgecombe / Georgia Ingham) will liaise with the relevant bodies.
 - If the concern / complaint is related to assessment processes or outcomes then the matter will run in tandem with the Appeals Procedure, where appropriate.
- Usually the subject of the concern / complaint has the right to know what is being claimed and by who. There are occasional exceptions to this rule; usually where there are valid concerns about personal safety.
- Where feedback is put in writing a copy will be supplied to the person who is the subject of the concern.

- All employees are under an obligation not to allow feedback by a learner to have any impact on the way that the learner is treated, marked or assessed.

Stage 3 → Referral for Formal Review

If the complainant is not satisfied with the outcome noted in the response letter they should write to Steve Rowe (Operations Director), within 10 working days* from the date of the letter received, indicating why they are dissatisfied with the response.

Closure will not be reversed if we receive a response after this time.

- Receipt of your 'Referral for Formal Review' will be issued within 5 working days* and the Operations Director will respond within 10 working days* after carrying out his own investigation
- If the complainant is not satisfied with the outcome noted in the response letter from the Operations Director, they should appeal the decision in writing to the company Directors within 10 working days* from the date of receipt of the letter
- If the issue relates to one of the people outlined in this process it will be dealt with by another person of equal or greater status assigned by their direct Line-Manager

Stage 4 → Referral to External Organisations

Where a complaint has not been resolved to the satisfaction of the complainant after all internal stages have been followed, they should contact the Education and Skills Funding Agency (Apprenticeship programmes only). For learners on other programmes please contact the office for the next appropriate step. All learners also have the right to take their complaint to the relevant awarding organisation within 20 days. Greenlight Training will support the learner with this process.

Information Sharing and Reporting

Anonymised summary information is monitored by the Directors and reviewed at least annually. All Equality and Diversity data collected from the complainants is optional and this is used for monitoring purposes.

Compliments Process

If you would like to share information on how well things are going or have suggestions as to how we can improve things; please let us know your thoughts by emailing learning@greenlightsc.co.uk or by calling 01752 604713. We will acknowledge your feedback within 5 working days* and your compliment / comment will be passed onto the relevant people.

Bribery and Anti-Corruption

Greenlight Training Ltd recognises the importance of maintaining its reputation and is committed to the prevention of bribery and all forms of corruption. We operate a zero tolerance approach to bribery and any allegations of bribery or other forms of corruption by an employee will be taken seriously. Such complaints will be dealt with in accordance with our Anti-Fraud Policy which may result in Disciplinary Procedures being invoked and the matter reported to the relevant authorities as appropriate.
