



## **Complaints Policy and Procedure**

Startright Training Ltd is committed to providing a high quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service

### **What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not.

#### **Our policy covers complaints about:**

- a. the standard of service we provide
- b. the behaviour of our staff, and
- c. any action or lack of action by staff affecting an individual or group

#### **Our complaints policy does not cover**

- a. comments about our policies or policy decisions
- b. dissatisfaction with our policies or decisions about individual cases
- c. matters that have already been fully investigated through this complaints procedure, or
- d. anonymous complaints.

### **Our standards for handling complaints**

- We treat all complaints seriously, whether they are made by telephone, by letter, or by email.
- You will be treated with courtesy and fairness at all times. We would hope, too, that you will be courteous and fair in your dealings with our staff at all times.
- We will treat your complaint in confidence.
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days and we will send you a full reply within 20 working days of receipt. If we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full.

- We will not treat you less favourably than anyone else because of your:
  - sex or marital status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
  - sexual orientation
  - colour or race: this includes ethnic or national origin or nationality
  - disability
  - religious or political beliefs, or trade union affiliation, or
  - other unjustifiable factors, for example language difficulties or age.

## **Third Party Reporting**

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of the claimant.

## **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the data protection act 1998.

## **How to Complain**

You can make a complaint to the addresses below in a number of ways:

- By telephone
- By email
- In writing or letter

We will endeavour to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

## **Timescales for handling a complaint**

Maximum 20 working days  
Acknowledgement within 5 working days  
Full response within 20 working days

### **Extending time limits**

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with

the investigation, the reasons for the delay, and inform them of the new deadline.

## Remedies

When we get things wrong we will act to:

- a. accept responsibility
- b. explain what went wrong and why, and
- c. put things right by making any changes required.

The action we take to put matters right (ie redress) in response to a complaint, can include any combination of the remedies set out in the “menu” below. The general principle we follow is that a complainant should, so far as possible, be put in the position he or she would have been in, had things not gone wrong.

The remedy chosen needs to be proportionate and appropriate to the failure in service, and take into account what people are looking for when they complain.

An apology is normally appropriate, but other action may also be necessary.

- A sincere and meaningful apology, explaining what happened and or what went wrong).
- Remedial action, which may include reviewing or changing a decision on the service given to an individual complainant
- Provide service desired by complainant (immediately, if appropriate)
- Putting things right (for example change of procedures to prevent future difficulties of a similar kind, either for the complainant or others)
- Training or supervising staff; or any combination of these

## Comments

Quality of service is an important measure of the effectiveness of Startright Training Ltd. Therefore we believe that learning from complaints is a powerful way of helping to develop and increase trust among the people who use our services. As well as learning from your complaints we are also interested in other ideas you may have on how we might do things better. We would also like you to tell us when we do things well. If you have a comment to make about our policy decisions, it will be addressed by the team concerned as rapidly as possible.

You can make your comments by telephoning or writing to any members of our staff, or you can email us at; [info@startright-training.co.uk](mailto:info@startright-training.co.uk). We will use your comments to help improve our service and the way we do things.

## **Recording complaints**

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

We will handle your information in line with data-protection legislation.

## **Contacting us**

All complaints and requests for review under our complaints procedures should be sent to one of the following:

Mr Mark Neville (Strategic Director)

Mr Stephen Grice (Operations Director)

Startright Training Ltd  
Unit 15, Rowan Court  
Crystal Drive  
Smethwick  
B66 1RB

**Email:** [info@startright-training.co.uk](mailto:info@startright-training.co.uk)

**Telephone:** 0121 552 5839

## **Accessibility**

The Commission is committed to equal opportunities and our aim is to make our corporate complaints policy easy to use and accessible to all of our customers. Staff will provide information on the complaints procedure for anyone wishing to make a complaint and provide assistance they may reasonably require.

Startright Training Ltd will take reasonable steps to accommodate any requests you may make to enable you to read this policy or receive responses to complaints in other formats or languages.

Reviewed: November 2018 - Next Review: November 2019