

### **Purpose**

The purpose of this document is to set out Itec's commitment to effectively managing complaints raised by our learners, customers, and any other stakeholder. Our policy and procedure is designed to ensure a cohesive and coordinated approach to handling and resolving complaints and identifying improvements within our services and business as appropriate.

### **Scope**

Itec undertakes to act responsibly and ethically in managing complaints, seeking to resolve complaints within a timely and professional manner. This policy and procedure outlines our commitment and process the business will undertake in the event of a complaint from a third party, for example a learner, customer, member of the public or any other stakeholder.

Itec regards a complaint as an expression of dissatisfaction by one or more individual in relation to Itec's action or lack of action, or about the standard of service provided by Itec or on its behalf.

As a prime contractor, Itec will work with suppliers and contractors in relation to any complaints received about their services.

### **Responsibilities**

The Senior Management Team is responsible for ensuring that this policy is fully and effectively implemented. Designated Senior Managers are responsible for managing and investigating complaints in line with the complaints procedure.

The Senior Quality Manager has overall responsibility for ensuring that Itec effectively manages complaints and for the monitoring and evaluating of complaints.

All employees are required to cooperate and support in the investigation of a complaint.

### **Policy Statement**

Itec are committed to effectively managing and seeking to resolve complaints and as a guiding principle to;

1. provide a commitment statement
2. provide clear visibility of our complaints procedure
3. provide a clear and transparent complaints procedure
4. monitor and analyse complaints utilising information to improve our systems and services in the future

### Our Commitment

Itec's commitment to you and what we pledge to do upon receipt of your feedback we will:

- provide you with a point of contact for your complaint
- listen and respond to your complaint
- investigate, if deemed relevant, and keep you informed on progress
- responded in a timely, polite and courteous manner
- consider solutions and seek to resolve your complaint

### Visibility

To ensure clarity and transparency of our complaints procedure Itec will:

- publish our complaints procedure on our website
- provide our learners, customers and other stakeholders accessing our provision with information on our complaints procedure
- provide information on our complaints procedure to those accessing our services on commencement

### Complaints Procedure

#### Stage 1

Discuss the matter informally with a member of staff. They may be able to resolve the matter to your satisfaction informally. If you are not sure who to speak to, contact the Senior Quality Manager who will be able to advise you.

#### Stage 2

Where matters have not been resolved to your satisfaction informally under stage 1, you should send your complaint in writing, via e-mail, concern feedback form or letter address to one of the following contacts. Please note that complaints received via Itec Website and social media, e.g. Facebook, will be directed to the Senior Quality Manager via the Marketing Department.

- Head of Apprenticeships (*Complaints in relation to Apprenticeship provision / services*)
- Head of Traineeships (*Complaints in relation to Traineeship provision / services*)
- Director (*Complaints in relation to Commercial courses or Jobs Growth Wales*)
- Senior Quality Manager (*Complaints in relation to all other provisions and services*)

The Senior Manager will make a record of your complaint and notify you of our point of contact for your complaint.

Your complaint will be recorded and we will send you an acknowledgement within 5 working days, outlining:

- the manager (point of contact) that will be dealing with your feedback / complaint.
- how the feedback / complaint will be dealt with.
- when a full response can be expected to your feedback / complaint (we endeavour to carry out all procedures relating to your complaint within 28 days). If we cannot respond within this time, we will let you know the reasons for the delay and tell you when you can expect a response. A full response will be made to you in writing.

We aim to resolve any concerns quickly and to your satisfaction. However, if you are not satisfied with the outcome of Stage 2 you can move onto Stage 3 (Appeals), which must be within one week of receiving our response.

### Stage 3

If you are still unhappy with the outcome from Stage 2, you may appeal in writing to the Operations Director, which must be within 5 days of the date of our response. Requests for an Appeal will only be considered where any of the following conditions have been met:

- New evidence can be presented which was not made available to the manager at Stage 2, and/or
- The investigation was not carried out fairly or thoroughly, and/or the findings were not borne out by the evidence.

If the Director is satisfied that either of the above conditions applies, a further investigation will be undertaken. You will be notified of the result of the investigation in writing within 15 working days of receipt of your Appeal.

If your complaint / feedback directly concern the Director you should send your complaint directly to: Business Assurance Officer, Itec House, Penarth Road, Cardiff. CF11 8TT.

If you are still concerned after exhausting the Complaints and Appeal procedures listed above, please let us know and we will tell you how to take your case further.

### Additional Information

Getting help to make your complaint

We are committed to making our services accessible for everyone. In line with our statutory equalities duties, we will consider any reasonable adjustments you may require to support you in fully accessing this procedure.

Instances of discrimination and / or harassment in the delivery of services or in employment will be addressed through formal procedures.

If you have difficulty putting your complaint in writing, or require this information in another language or format, such as large font or Welsh, please contact:

Senior Quality Manager, Itec Training Solutions Ltd, Itec House, Penarth Road, Cardiff. CF11 8TT  
Tel: 02920 663800

### Malicious Complaints

Where Itec has investigated a complaint and the outcome is that the complaint is malicious, Itec reserves the right to consider whether to bring action against the complainant if false statements and/or allegations have been made.

Where it is likely that a learner of Itec has made false statements and/or allegations against Itec or its members of staff, then the matter may be further pursued under the Learner Behaviour Policy.

These procedures do not cover the following, for which separate procedures exist

- representation by learners against decisions made in examinations and assessments (Learner Appeals Policy & Procedures)
- allegations of misconduct by a learner (Learner Disciplinary Policy)
- allegations of misconduct by a member of staff (Disciplinary Policy & Procedure)
- complaint by a member of staff against another member of staff or Itec (Grievance Policy & Procedure)

### **Monitor and analyse complaints**

All complaints will be logged, tracked and managed by the Senior Quality Manager.

The overall number and nature of complaints will be recorded and monitored and used as the basis for a feedback / complaints report, detailing the number and nature of complaints, which will be presented to the Senior Management Team.

The Quality Team will issue a questionnaire designed to ascertain the stakeholder's perceptions of their experience of the feedback / complaints procedure. Feedback from the questionnaire returns will be included in the termly and annual complaint reports and used to improve the procedure, wherever possible.

At the earliest opportunity after closing the complaint, the manager will inform you and relevant staff about the investigation's findings and any recommendations. If appropriate, Itec will:

- use complaints data to identify the root cause of complaints
- take action to reduce the risk of recurrence
- record the details of corrective action in the complaints file, and
- systematically review complaints performance reports to improve service delivery.