



Customer compliments and complaints policy

Purpose

To achieve maximum and timely customer satisfaction giving CATCH the opportunity to improve.

To capture, record and disseminate compliments and complaints received by CATCH.

To bring matters of concern about CATCH to the attention of the CATCH management team to ensure a robust investigation.

To ensure consistent handling of all customer complaints through the provision of an open and transparent process.

To ensure all complaints are dealt with in a robust and timely manner.

To recognise that some complaints will be resolved informally, whilst formal complaints will require a full and thorough investigation which may involve others.

To ensure all formal complaints are investigated in a fair and consistent manner.

To support continuous customer service improvements as part of the CATCH ISO 9001 Quality Policy Statement.

To monitor complaints and identify themes, trends and satisfaction within the resolution. Ensuring trends are monitored and recorded.

Scope

The term customer will be used to cover everybody except staff.

This policy applies to all aspects of the CATCH experience, including all forms of teaching, learning and assessment based on or away from the CATCH site.

This policy is open to all students/apprentices and customers within CATCH, employers, sub-contracted provision, other stakeholders and members of the public.

This policy was discussed and agreed by the CATCH Management team.

Formal Complaints

Formal complaints are categorised into the following levels:

Stage 1

Corrective action report to be raised through ISO 9001 procedure (ISO 9001 Corrective action log to be followed through to completion)

Stage 2

Investigation and verbal response from an appropriate representative manager.

Stage 3

Investigation and written response from an appropriate representative manager.

Stage 4

Appeal – undertaken if the complainant feels the complaint requires further investigation. To be reviewed by the CEO or another Senior Leadership team member if required

Students/Apprentices also have the right to make a formal complaint to the ESFA or an awarding body if they wish to do so (This however should only be done if the CATCH complaints procedure has been exhausted)



Compliments

Compliments are received through a range of mediums and will be passed onto the relevant department or person.

Department Managers will look at the relevant compliments and share with their team to celebrate best practice where possible.

Complaints

CATCH defines a complaint as “**pieces of feedback that point out problems with our company's product or services**. These are opportunities for our business to improve its internal processes and create a better customer experience”

Informal Complaints

Any complaint received through one of the following will be classed as an informal complaint unless the complainant states they wish to make a Formal Complaint:

- Student Forum Groups
- Via Moodle
- Online Customer Feedback form
- Written feedback
- Verbal complaint

In the instance of complaints being made at meetings e.g. student groups, action plans will be prepared, and appropriate action will be taken.

On occasions where comments are made in writing, these will be recorded and forwarded to the appropriate member of the Senior Leadership Team for a written response to be made. A copy will be kept of the comments made, date received and date of response. These comments will be stored and logged via Corrective Action Reports.

Policy

All compliments and complaints will be processed under this policy.

All complaints will be handled sensitively and with due consideration to confidentiality for all involved in line with the Data Protection Act 2018 and GDPR.

Any person named in a complaint will be informed of the substance of the complaint at an appropriate point and if required will have the right to reply as part of the investigation.

Detailed information contained within the complaint will be made available only to those involved in its resolution.

Any person who makes a complaint under this policy, will not be treated less favourably by anyone within the organisation than if the complaint had not been brought.

It is expected that, unless there are exceptional and fully documented circumstances, anyone who wishes to make a complaint will follow this policy within one calendar month of the incident which is the cause for complaint.

CATCH will listen to and investigate all complaints that clearly express the nature of their complaint and the remedy sought.

Where there is no clear evidence to support the complaint, the Head of Learning & Development/Head of CATCH Skills Training Delivery may request contact with the complainant in the first instance for additional information to support in investigation.

All formal complaints will be investigated thoroughly and fairly. The information obtained through the investigation of complaints will be used to improve services.

If the complaint is of a criminal nature, the matter will be immediately referred to a member of the Senior Leadership Team who may, where appropriate, inform the Police.

The Senior Leadership Team will be kept informed of all complaints received against CATCH Skills concerning student welfare.

Complaints relating to Safeguarding and Prevent will be passed immediately to a member of the Safeguarding team for investigation.

CATCH reserves the right not to disclose the full details of actions taken to resolve the complaint where it is related to a specific individual.

Staff, Students/Apprentices could be subject to a disciplinary proceeding because of any investigation. If a serious



breach is found, this could result in the immediate suspension of the staff or student until the investigation is completed.

Where the complainant is dissatisfied in the way in which CATCH has dealt with the complaint, they have a right to take the matter further. The complainant can appeal against the decision by informing the CEO in writing within 10 working days of the decision. This will be reviewed by the CEO or another nominated member of the Senior Leadership Team if required. This process will precede the option to take the matter to the external funding body.

Where a student exhausts the CATCH Skills procedure, they have a right to complain to the Education and Skills Funding Agency (ESFA) (See appendix A). A complaint to ESFA is not a further stage of appeal. The ESFA does not hear evidence or seek to substitute its own decision for that of CATCH. Details of who to contact are below:

The Complaints Team

Education and Skills Funding Agency Cheylesmore House
Quinton Road COVENTRY CV1 2WT
complaints.esfa@education.gov.uk

For further details, please refer to Appendix A

Who will monitor the policy

1. This policy will be reviewed bi-annually by the Chief Operating Officer and SLT
2. The monitoring process will consider changes to support legislation.
3. The implications of complaints will be monitored and reviewed in line with protected characteristics.
4. Adherence to this policy will be monitored through CATCH reporting systems.
5. This policy will be highlighted to all students and staff as part of the induction process.
6. Complaints through social media will be monitored via the Marketing Team.
7. This policy compliments and supports the ISO9001 policy for dealing with non- conformity and corrective actions HCF/QP/04
8. This policy is reviewed annually

Document owner: Lisa Kennedy – Head of Learning & Development –

lisa.kennedy@catchuk.org

Review

This policy and its terms will be reviewed on an annual basis and modified as required by any changes in legislation.

James McIntosh
Chief Operating Officer

Version 3

Review date – Mar 23

Next Review date – Mar 25



Appendix A

Complain about a further education college or apprenticeship

Tell your tutor, human resources team or line manager if you have a complaint - your organisation may be able to solve your problem informally.

Make a formal complaint

You can make a formal complaint if you are not able to solve your issue informally. You must follow this procedure.

If you're unhappy with the outcome

a further education college a learning organisation that offers qualifications or [apprenticeship schemes](#) a sixth form college that is not an academy a learning organisation that offers courses for people who are under 25 and have a learning disability

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

There's a different procedure if your complaint was with [an academy](#).

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team

Education and Skills Funding Agency Cheylesmore House

Quinton Road Coventry

CV1 2WT

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response

You can contact the Department for Education if you're unhappy with how the ESFA has dealt with your complaint

CATCH
