



**Joint Learning**  
Management & Training Services

**September 2009**

# **Customer Complaints Policy 2009 – 2011**

**Promoting Respect and Fairness**

If you require this information in an alternative version such as Easy to Read, large print, Braille, audiotape, or help in understanding it in your language, please contact the Quality Manager, Tel:01704 562696

**CONTENTS**

1.	Introduction	Page 3
2.	Aims	Page 3
3.	Implementation	Page 3
4	Monitoring	Page 4
5.	Responsibilities	Page 4
6.	Procedure	Page 5

## ***Introduction***

Joint Learning is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints and have developed a Complaints Policy and an associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

## ***Aims***

Joint Learning aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to complain to the Skills Funding Agency if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure

## ***Implementation***

Joint Learning Complaints Policy and associated Procedure will be readily available to customers. Together, they detail how to make a complaint and the timescales for a response from Joint Learning.

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

A complaint is when a customer tells us that they are not happy with something that we have done or not done, and we have not put things right.

## ***Who is a customer?***

A customer is anyone who contacts Joint Learning to request a service, or is in receipt of a service.

## ***How can a complaint be made?***

Any customer wishing to make a complaint can do so, by phone, e-mail, website, letter.

## ***What is the process for making a complaint?***

The process for making a complaint is detailed in the Complaints Procedure. This is a single document for use by Joint Learning colleagues and customers.

## ***Monitoring***

Joint Learning is committed to continuous improvement in service delivery. Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the published timescales and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will publish on a quarterly basis the learning from complaints

As part of this commitment a quarterly monitoring report will be prepared for the Management team. We will also ask for your feedback on how we handled your complaint and use this information to improve our services.

We will review our Complaints Policy at regular intervals.

## ***Responsibilities***

- The Senior Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care handling practice within their teams.
- Compliance with Customer Complaints Policy is the responsibility of all members of the Company who deal with customers.

## ***Communication***

Our Customer Complaints Policy is available in hard copy. Please contact the Quality Manager on 01704 562696 if you wish to access this document in another format.

Training will be provided for staff to ensure awareness is raised and staff have a clear understanding of customer complaints and their responsibilities.

## ***Equality & Diversity***

Customers have a right to express dissatisfaction with the services they receive from Joint Learning. Customers using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspect of equalities. This policy has been subject to an Equality Impact Assessment. The company will ensure that this policy is accessible to all customers and service users.

## ***Procedure***

If you are unhappy with the service provided by Joint Learning - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and confidentially. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you - for example, if you feel that you have received the wrong grade for an assessment, or you disagree with a decision in relation to awarding you Learner Support Funds, you should use the Appeals Procedures. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our service. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you want to complain, here's what you can do.

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring.

At any stage, you can register a formal complaint by telephone, letter, fax, email. Give as much information as you can, including times, dates, places and names. Contact Joint Learning Head Office on Tel: 01704 562696, Fax: 01704 562693, Email: [enquiries@jointlearning.co.uk](mailto:enquiries@jointlearning.co.uk) or write to the Training Director at The Old Bank, 82 Waterloo Road, Hillside, Southport, Merseyside PR8 4QW. You can find the contact details by visiting [www.jointlearning.co.uk](http://www.jointlearning.co.uk)

You will get a first response within one week of receipt of your complaint, and a further response within four weeks.

There is a final stage that you can go through if you are still not satisfied after appealing to the Training Director. You can appeal to your Local Skills Funding Agency. Ring the Helpline on 0870 900 6800 for your regional contact. However, the SFA won't handle your complaint unless you have tried all the other routes first, and still aren't satisfied.

We are constantly looking to improve the services we offer and welcome any comments you would like to make on the service you receive. If you have any particular comments then please fill out our webpage feedback form at [www.jointlearning.co.uk](http://www.jointlearning.co.uk)

For further Information and a full copy of the Complaints Policy you can obtain this by going to: [www.jointlearning.co.uk](http://www.jointlearning.co.uk) alternatively you can email any requests at [enquires@jointlearning.co.uk](mailto:enquires@jointlearning.co.uk) or telephone 24 hour response on 01704 562696.

Relevant policies and publications available through the Joint Learning Website at [www.jointlearning.co.uk](http://www.jointlearning.co.uk). All staff have access to all resources including policies and procedures through the cloud server site at [www.trueshare.com](http://www.trueshare.com)