

Complaints and Feedback Policy and Procedure

Contents

Document History	3
Scope	4
Purpose	4
The Feedback System	4
The feedback form	4
Role of Managers	5
Complaints dedicated mailbox	5
Quality Improvement	5
Definition of feedback	6
Compliments and improvement suggestions Process	6
The Feedback Procedure for compliments or improvement suggestions	7
Complaints Process	7
Verbal feedback and informal complaints	8
Written Feedback and Complaints	8
Escalation of a complaint	9
Unresolved complaints	9
The Complaints Process	10
Feedback Log Process	11



Document History

Version	Issue Date	Owner	Revision Notes
1	28/07/2021	R Taylor & V Harold	First Version
2	17/09/2021	R Taylor	Clarification on the definition of the 4Cs.
3	21/11/2022	S Donaldson	Updated policy and process
4	2.2.2023	S Donaldson	Updated policy and process
5	17.2.2023	S Donaldson / S Worsick	Updated email dedicated address and owner

This document is issued, controlled, and can only be modified after proposed modifications have been accepted by the Operations Director and have been accepted by the Company Directors.

The latest version will be maintained on the company central storage area (Intranet).

Scope

This policy outlines our feedback policy and procedure and applies to all Key Training colleagues receiving or managing feedback and complaints from customers made to or about us regarding our products, services, staff, and complaint handling.

Purpose

The purpose is to ensure that Key Training handles feedback and complaints fairly, efficiently, and effectively. The company's objective is to ensure that its procedure is properly and systematically implemented, and that individuals feel confident that their feedback is listened to and acted upon promptly and equitably.

Our feedback management system aims to:

- Allow us to respond to questions and feedback raised by people who make complaints in a timely and cost-effective manner.
- Increase customer confidence in us and our processes.
- Provide information that we can use to improve the quality of our products, services, personnel, and complaint handling.
- Ensure that all feedback, whether positive or negative, is considered and responded to in a prompt and courteous manner.

The feedback system will ensure that Key Training provide quality services and are responsive to customer needs. Key Training welcomes all feedback and looks upon this as an opportunity to learn, adapt, improve, and provide better services to our clients.

The Feedback System

The feedback form

Feedback is logged via the feedback form which is included on all colleague's email signatures as well as a form online.

The feedback system system is monitored by the Projects and Management team and is checked daily. Any feedback received directly via the form are forwarded to the appropriate manager within 24 hours (1 working day). The Manager will be the named person who will record any actions taken via the feedback log. This is in a secure, centralised location for record keeping and can only be accessed by the Retention Team and appropriate managers.

Role of Managers

The Manager or Director who receives any feedback will evaluate the information to determine whether it falls within the scope of this policy. It should be considered if the Safeguarding policy and procedures would be more appropriate.

If the feedback received is within the scope of this policy, the Manager will collect and review all available information, respond to all feedback that has been received and in terms of complaints, attempt to resolve the issue informally through discussions with the individual who provided the feedback. Managers must ensure that all colleagues involved are aware of their responsibility to maintain the confidentiality of the matter and respect the privacy rights of all parties involved.

Complaints dedicated mailbox

There is also a complaints@keytraining.co.uk mailbox in operation that is checked daily by the Projects and the designated Management team and can be used internally for any complaints that may have been sent in outside of the feedback process link. Internal staff should forward copies of any complaint received via email or telephone into the dedicated mailbox for recording. This email address will be published on the website and customers are also able to use it to forward any formal complaints they wish resolving and service levels will remain constant with the remainder of the process.

This will allow for tracking and analysis of all complaints that are received regardless of original source and fed into the overall continuous improvement process.

Quality Improvement

All feedback of any kind should be logged via the feedback form as outlined in this document.

All feedback will be monitored by the Retention Team, who will complete the feedback log and produce a report with recommendations for the Board of Directors monthly so Key Training can look at trends, recommendations and lessons learned from feedback received. An annual review will also be presented to board by the Retention Team, providing an overview of the year. The feedback and information will help Key Training with continuous quality improvement across the business, allowing us to review and improve our service and service delivery. The feedback will allow Key Training to know what is working well for our customers, as well as what is not working so well so improvements can be applied where necessary.

Definition of feedback

The feedback system will ensure that both positive and negative feedback is responded to and dealt with in the appropriate manner. Logging feedback in this way means that it can be easily identified and sent to the correct manager, who can then follow the relevant procedure. Feedback of this nature could involve both compliments and general suggestions for improvements.

Compliments and improvement suggestions Process

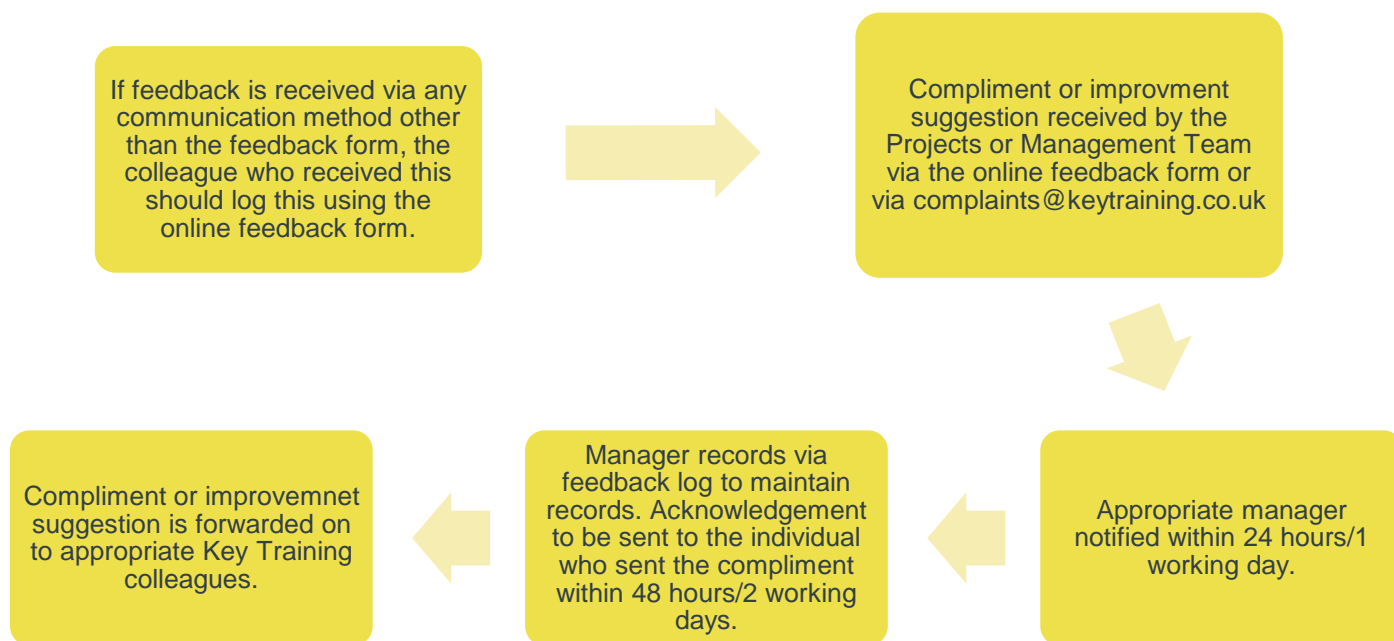
A compliment is an expression of satisfaction with our service or service delivery. It is about highlighting positive feedback specifically about a product/service offered by Key Training, or our colleagues. Compliments may be received by Key Training by telephone, email, social media, post, in person, or via the online feedback form.

When a compliment is received by a Key Training colleague, this should be logged on the online feedback form. When a compliment is received via the online feedback form, the Projects or Management team will send the information to the appropriate manager within 24 hours of this being received and update the feedback log. The manager will then send acknowledgement to the individual who sent the compliment within 2 working days and record their actions on the feedback log. Any colleague identified as being the subject of or contributing to any matter giving rise to the compliment, will be notified within two working days. Feedback on compliments will be shared with other employees in a timely manner.

To ensure we can learn from compliments, the following data will be collected on our feedback log:

- Name
- Nature of the compliment and colleagues involved
- Date of compliment
- Action(s) taken/recommendations made in response to the compliment, if appropriate

The Feedback Procedure for compliments or improvement suggestions



Complaints Process

What is a complaint?

A complaint is an expression of dissatisfaction about the product/services offered by Key Training, or our colleagues, or the action or lack of action taken regarding operations, facilities or services provided by Key Training or by a person or body acting on behalf of Key Training.

A formal complaint means a complaint that has not successfully been resolved through the complaint management process as outlined in this policy. The complainant has chosen to formalise their complaint by putting their complaint in writing to Key Training, via the online feedback form.

An informal complaint means a complaint that has been received by Key Training, by telephone, email, social media, post or in person, which has not been sent by the complainant via our feedback form.

To ensure we can learn from complaint raised, the following data will be collected on our feedback log:

- Name
- Nature of the complaint and colleagues involved.
- Date of complaint
- Action(s) taken/recommendations made in response to the complaint, if appropriate

Verbal feedback and informal complaints

When a complaint is received by a Key Training colleague, every effort should be made to resolve this immediately wherever possible and within limits of authority. This should also be logged via the online feedback form for monitoring and record keeping on the day that the complaint is received.

When a complaint is received via the online feedback form, the Projects or Management Team will send the information to the appropriate manager and update the feedback log within 24 hours.

If the complaint was resolved by the colleague with whom the complaint was raised, this should be noted to confirm that no further action is needed but the manager will still be made aware and will be able to review whether they feel further communication with the complainant is necessary. The Manager will update the feedback log to confirm they are satisfied the complaint has been dealt with or what further action they will take.

Written Feedback and Complaints

When feedback is received in writing via a different medium than the feedback form, it must be forwarded to the appropriate manager who will add it to the online feedback form and send an acknowledgement receipt to the complainant as soon as possible but within 48 hours/2 working days, to establish a relationship of confidence with them. A copy of the complaint procedure must be given to the customer and agree realistic expectations and the time it will take to resolve.

If the written feedback is received via the online feedback form, the Projects or Management Team will direct it to the appropriate manager within 24 hours/1 working day.

Immediately on receipt of a complaint, Key Training should launch an investigation and, within 5 working days, should be able to provide a full explanation to the complainant, either in writing or by arranging a meeting. If necessary, further clarification should be sought from the customer at the earliest opportunity to allow the investigation to be conducted promptly. Following this investigation, the manager will suggest an action plan to resolve the complaint with the parties involved. If this is accepted, the manager updates the

feedback log with all actions taken and the details of the resolution, keeping it as simple and accurate as possible.

If a complaint has not been made by the customer but on their behalf, the customer's consent, preferably in writing, must be obtained in advance from the customer.

If the complaint raises potentially serious concerns, the complaint should be sent to the appropriate Director immediately.

If the issues are too complex for investigation to be concluded within 5 working days, the complainant should be informed of any delays. Maintain communication and provide updates to make sure the complainant knows the investigation is still underway.

The complainant should be given a detailed explanation of the outcome of the investigation. This communication gives Key Training the opportunity to show the complainant that the complaint has been taken seriously and has been thoroughly investigated. All outcomes must be logged in the feedback log for review and consideration towards quality improvement.

Escalation of a complaint

If the action plan proposed by the manager is not accepted, the complaint must be escalated to the appropriate Director. The Director will suggest an action plan to resolve the complaint with the parties involved. If this is accepted, the Director updates the feedback log with all actions taken and the details of the resolution.

Unresolved complaints

If the problem cannot be resolved amicably or the complainant requests a formal investigation, their complaint will be escalated to the Key Training Chairman, Andrew Dunsire.

If the complaint cannot be resolved internally then the customer can request further investigation with the ESFA by emailing complaints.ESFA@education.gov.uk.

The Complaints Process



Feedback Log Process

When feedback is received, this is to be logged directly on the feedback form as outlined in this policy.

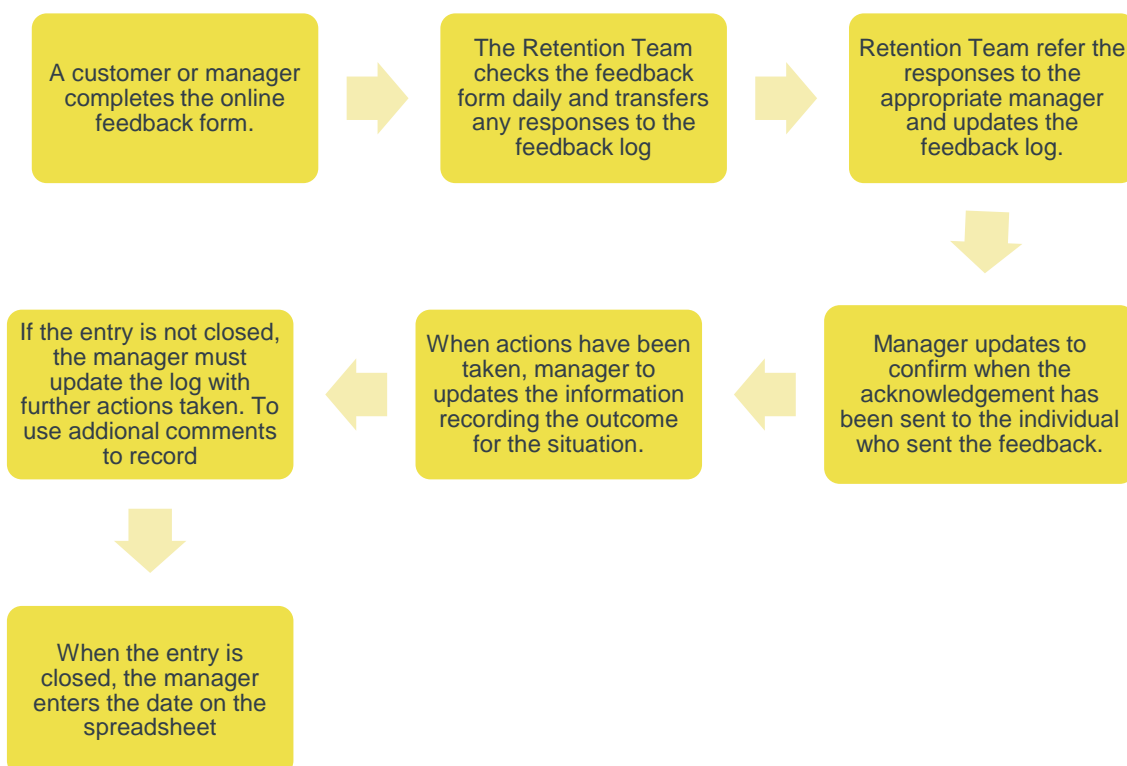
Outlined below is the process for managers and what they need to update on the feedback log.

Every day, the retention team will check the online form and any feedback that has been received will be added to the appropriate page within the feedback log, which is held on Teams. This can only be accessed by the Retention Team and Senior Management Team for confidentiality.

The Retention team will transfer responses over to the log and add if they are a compliment, suggestion for improvement or a complaint. When updated, the Retention Team will notify the relevant manager and then update the details to confirm the date and name of the manager it has been passed over to.

The manager dealing with the feedback is then responsible for updating the relevant columns to confirm when acknowledgement has been sent to the customer that feedback has been received. This communication should confirm to the customer, the expected timescales set out in this policy.

When the feedback has been dealt with and actioned, columns **T** to **W** should then be completed as required. See process flow below.





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