

POLICY

COMPLAINTS

Version	Date	Author	Update Information
3	4/8/15	AG	Reviewed annually
4	09/10/17	AG	Reviewed 31/10/18 JW

As an organisation with a culture of continuous improvement, Training for Care welcomes all feedback and see it as an opportunity to review and improve it's services.

Any matter may be considered under the complaints procedure including: teaching standards and course content; learning materials and equipment; standard of premises; discriminatory or other behaviour.

All complaints are kept on record by the Tfc Senior Management Team in the Complaints Register. We try to avoid complaints in the first instance by providing a quality service. We encourage students and customers to raise any issues with staff, and where a student or customer has an issue we attempt to deal with this promptly to avoid escalation. If unresolved, we will refer the complainant to our complaints procedure.

The Procedure

Step 1: The complainant must record their complaint in writing or by email to the relevant Head of Department stating grounds and evidence. The complaint will be logged on our complaints register and acknowledged within 2 days. The complaint will be investigated by Head of Department and discussed with the complainant. We aim to provide a resolution within 5 days. Any complaints not resolved to the complainant's satisfaction progress to Step 2.

Step 2: The unresolved complaint will be passed to the Senior Management Team who will review all the information submitted to date by all the parties involved, and seek a resolution to the issue including further consultation where it is considered that this will help. If the issue remains unresolved to the complainant's satisfaction after 20 working days from notification, it is progressed to Step 3.

Step 3: The complainant may appeal to Tfc's Management Committee, whose decision will be within 30 days from notification and regarded as final unless overturned by a ruling from the regulatory body responsible for training standards for the course in question.

Escalation

Candidates undertaking an SQA award, who have a complaint related to assessment, have the right to appeal to SQA if they are not satisfied with the decision made by the management committee. Candidates on regulated qualifications also have the right to complain to SQA Accreditation once they have exhausted Tfc's complaints procedure and the SQA awarding body complaints procedure.

Candidates also have the right to complain to the Scottish Public Service Ombudsman about issues other than assessment related matters.

Lessons Learned

All complaints are reviewed by management to avoid similar complaints in the future.