



1.1c Complaints Handling Procedure

Complaints Handling Procedure

Scope

This procedure applies to training programmes based on the CAA syllabi. It should be read in conjunction with all other policies in this guidance manual, particularly:

- Assessment Policy
- Equality Policy
- Malpractice and Maladministration Policy
- Data Protection Policy
- Appeals Policy

A complaint relates to any dissatisfaction with the provision of our training that has been drawn to the attention of a member of the training team but where the complainant is not satisfied with the outcome.

Our commitment

We always aim to ensure trainee and client satisfaction. Anyone involved in any aspect of the delivery, assessment and outcomes has the right to complain if they are dissatisfied about any aspect of the service they receive.

Stage 1

This process only applies after an informal discussion has taken place.

- The complaint/disclosure must be made to Chris West. Complaints must be made using the Complaint Form. Disclosures must be made by email. If the complaint/disclosure relates to Chris West, initial communication should be made to James Pike.
- Chris West carries out an investigation, collating all relevant evidence
- Chris West completes the Complaint Form (for complaints, or send an email for Disclosures) and responds to the stakeholder within seven days of the complaint/disclosure

- The stakeholder acknowledges the recommended outcome and signs the form (or responds by email in respect of disclosures). If resolved, no further action is required. If unresolved move to stage 2.

Stage 2

- The complaint is now escalated to the CAA.

PLEASE COMPLETE THE COMPLAINT FORM BELOW AND FORWARD TO:

Chris West
Director
JP International Training
PO Box 2547
Luton
LU3 9DS

Email: chris.west@jp-internationaltraining.co.uk

COMPLAINT FORM

This form should be completed by the person wanting to make a formal complaint. It should be used only after an informal discussion has taken place.

Name of Complainant:	
Please give details of the initial discussion that has taken place:	
Who was engaged in the discussion?	
When did the discussion take place?	
Please state details of the complaint:	
Signature:	Date of signature:
Investigating Officer:	
Summary of information obtained:	
Outcome of complaint:	
Next step:	

Signature:	Date of signature:
Complainant acknowledgement I have received the details of the investigation and outcome of the appeal. <input type="checkbox"/> I accept the recommended outcome of the complaint <input type="checkbox"/> I wish to progress my complaint to the CAA	
Signature:	Date of signature: