



# **Complaints and Whistleblowing Policy**

## Scope

This policy applies to training programmes. 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.

Whistleblowing relates to disclosures regarding any action that an individual considers to be illegal, unethical, or not in line with company policies. In legal terms, whistleblowing relates to workers, however we will recognise disclosures from any trainees, members of staff or the public.

Our Appeals Policy addresses issues with assessment decisions and is not part of the scope of this policy.

The purpose of this policy is to demonstrate our commitment to ensuring any concerns and complaints are dealt with efficiently and that we operate to the highest standards of openness, honesty, and accountability.

### **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.

### **Our procedures**

We will ensure that our staff are fully conversant with our policy and how to follow the procedures.

We will provide our stakeholders with details of how to appeal an assessment decision.

We will informally discuss and concerns with trainees or other stakeholders with a view to resolving concerns before a formal complaint is made.

We will only address a formal complaint when informal discussions and actions do not resolve the issue and if the stakeholder makes a request to do so.

We will follow our complaints and whistleblowing procedure to ensure timely and transparent decisions are made and so that any required actions can be carried out without adverse effect on trainee's progress.

We will ensure any complaints and disclosures are handled confidentially and only provide to others the information needed to carry out a full investigation and make a response.

We will ensure that any documentation related to the complaint is maintained confidentially. Full details will only be held for three months after the resolution of the complaint. Anonymised details will be maintained for one year after resolution of the complaint to contribute to our continuous improvement process.

We will ensure that any complaint or disclosure made in good faith will not disadvantage the complainant or lead to victimisation.

We will monitor complaints and disclosure we receive to review our service and contribute to continuous improvement.

### **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.

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.

