

# Skills People Group

QUALIFICATIONS & TRAINING



## Complaints and Compliments Policy



# Compliments and Complaints Policy

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## 1. Introduction

Skills People Group consists of the following companies.

- *Construction Skills People*

The company is committed to ensuring the provision of high-quality training service to our users (whether to internal or external customers) to ensure that their experience of us is a valued one. We believe that all users of our services have the right to express their views when they are dissatisfied with the service they have received and equally, we want to hear about the things within our service that our users feel have been a good experience

Information relating to a complaint may be shared internally to enable us to investigate the matter and on occasion externally with third parties such as awarding organisations, regulatory bodies and funding partners. Sharing will only take place where the law allows it and in compliance with current data protection legislation. Consent can be withdrawn at any time by contacting the Data Protection Officer.

The company will maintain a record of formal complaints and compliments including a summary of the resolutions or planned action.

## 2. Complaints Overview

The company recognise that there may be occasions when its actions do not meet expectations. If you need to raise a complaint this procedure aims to ensure that complaints are resolved promptly and fairly.

We believe that most issues can be resolved quickly and at the informal stage however, where complaints are not resolved at the informal stage the individual has the right to raise a formal complaint.

Formal complaints will be investigated by a senior member of staff and anyone making a formal complaint will be treated fairly and respectfully and can remain anonymous. The relevant funding body who your qualification is funded by may be informed of your complaint.

All complaints will be taken seriously and investigated in accordance with the procedure set out in this policy.

## 3. Complaints Policy

*This policy is designed to:*

- *Provide clear guidance for the resolution of complaints in a way that is fair to both the individual and the company.*
- *Maintain confidentiality as far as reasonably possible for all parties involved in the complaint.*
- *Identify areas for improvement.*

### Stage 1

- **In the first instance** many issues can be resolved quickly through the informal stage and can be best dealt with by the appropriate member of staff. This will normally be the allocated tutor/assessor. Informal complaints should be raised within 5 working days of the original issue arising and it is expected that informal complaints will be resolved within 5 working days.

In many cases the outcome of the complaint will be communicated verbally.

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The company does not require written confirmation of the outcome unless this is specifically requested by the complainant.

**If resolution is not found at the informal stage or matters are too significant for the informal approach the individual may wish to make a formal complaint.**

## **Stage 2 – Formal Complaint**

**The Individual should raise a formal complaint (*formal statement by the individual*) within 10 working days of the issue arising and this must be in writing to: The Quality Team:**

- **Post:** Skills People Group Ltd, (Quality Team) Unit 1, The Bridge Business Centre, Chesterfield, S41 9FG
- **Email:** [yourvoice@skillspeoplegroup.com](mailto:yourvoice@skillspeoplegroup.com)

**At this stage, on receipt the formal complaint will be logged by the Head of Quality & Performance.**

- **The quality team** will acknowledge **receipt of the complaint within 2 working days** from receipt of the formal complaint.
- The content of the complaint will be reviewed and **escalated to the relevant senior manager to investigate.**
- **The investigating manager**, usually a manager from the team to the complaint will take any necessary measures to ensure the matter raised remains confidential to those directly involved in the investigation of, and response to, the complaint. All staff and individuals who become aware of any of the issues involved in the formal complaint are to keep this information confidential except in so far as is necessary to progress, investigate or respond to the complaint.
- **During the formal complaint stage**, it is expected for both parties to continue that relationship in a professional manner and allow the matter to be progressed through the formal procedure. Under exceptional circumstances or, if the complainant requests it, we will make alternative arrangements to ensure all relevant individuals are not disadvantaged.
- **The investigating manager will communicate their final decision within 10 working days of receiving the stage 2 formal complaint.**

## **4. Complaints beyond the company**

**Stage 1 escalation rights** - Individuals have the right to make a complaint about an assessment related matter (not assessment decision as this is dealt with in the appeals procedure) to the relevant awarding organisation.

- **If an individual wish to exercise this right**, the details are recorded within the learner handbook, portfolio or alternatively, can be requested from the tutor/assessor/delivery specialist, IQA, Group Centre Manager or quality team.
- **Awarding organisations** include but are not limited to: HABC, Pearson, CITB, Proqual, Lantra, SQA, City & Guilds, NOCN, Open Awards. Learners may not raise a complaint to an awarding organisation which is not related to the qualification.

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**Stage 2 escalation rights** – If all the above stages have been exhausted and the individual remains dissatisfied, they have the right to escalate the complaint to: The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments

[www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)

## **5. Compliments Policy**

The company want to hear about the things within our service that you feel have been a good experience to you. If you feel, for example, the learning and training you have received has: been a good experience and has encouraged you to continue your learning journey to progress to the next level, you may have developed a good relationship with one of our team through the support you have received, or the benefits of the qualification you have undertaken, then submit your feedback by:

- **Post to: submit the following form to:** Skills People Group, c/o the Quality Team, Unit 1 The Bridge Business Centre, Chesterfield, S41 9FG
- **Email to:** [Quality@skillspeoplegroup.com](mailto:Quality@skillspeoplegroup.com)

Recognising and celebrating success is a very powerful motivator for individuals and teams because it reinforces the meaning behind all that hard work and it shows appreciation for their achievements. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees in a timely manner.

## **6. Retention**

Complaints and Compliments are securely retained for a minimum of 3 years from receipt. The companies' retention period is set out to comply with awarding organisations certification retention periods and government guidance. After this period will be securely destroyed.

## **7. Right to Access Rights to Information**

Learners have individual rights to access personal data that is being held about them, either on computer or in manual files. Any person who wishes to exercise this right is required to submit a subject access request to The Data Protection Officer.

**Head office number is 01246 589444**

\*Refer to the following policy for further information.

- *Subject Access Request Policy*

## **8. Evaluation of Complaints/Compliments and Suggestions for Improvement**

The Head of Quality & Performance will have the responsibility for reviewing and reporting on all complaints and their outcomes monthly to the Company Directors.

Each month, the Head of Quality & Performance will prepare an evaluation of the number and general character of complaints, compliments and suggestions. This report is to be shared with SMT and Directors for review and may inform future changes in service delivery.

This policy will be reviewed on an annual basis by the Head of Quality & Performance.

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<b>Written Complaints, Compliments and Suggestions for Improvement</b>	
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Full Name:	
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Address:	
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Telephone Number:	
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Email Address:	
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Course/ Qualification <i>*if applicable</i>	
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Tutor/Assessor/Delivery Specialist <i>*if applicable</i>	
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<b>Details of your Complaint / Compliment</b>	
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<b>What would you like us to do?</b>	
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<b>Signed</b>		<b>Date</b>	
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**Please return by:**

- **Post to:** Skills People Group, The Quality Team, Unit 1 The Bridge Business Centre, Chesterfield, S41 9FG or,
- **Email to:** [yourvoice@skillspeoplegroup.com](mailto:yourvoice@skillspeoplegroup.com)

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## Document Control

Date of change	Version	Overview of amendment	Amended by / Job title	Approved by	Approval date
26-05-17	5	Policy revised, and cover sheet added	Sharon Lawrence (Quality Manager)	A Warham	26-05-17
07-12-18	6	Policy revised, retention, rights to access information, and wider implications have been included	Julie Lawton (Quality Manager)	T Armstrong (Director)	07-12-18
07-03-19	7	Section 4 - Complaints beyond has been expanded on further to include further escalation rights	Julie Lawton (Quality Manager)	T Armstrong (Director)	07-03-19
03-05-19	8	Reporting form has been included on page 5	Julie Lawton (Quality Manager)	T Armstrong (Director)	21-05-19
24-06-19	9	Compliments have been included within section 5 of this policy Awarding organisations included within: Section 4.- Complaints beyond the company	Julie Lawton (Quality Manager)	T Armstrong (Director)	24-06-19
16-06-20	10	Page 2: Delivery Specialist removed Page 3: Centre Coordinator has been replaced with Group Centre Manager Page 3: Removed section on Highway Electrical Apprenticeships & HESA and removed HESA from Awarding Organisations	Sarah Booth (HR Assistant)	David Read (Group HR Manager)	26-06-20
16-12-20	11	Updated email address and job titles. Updated compliments section and Evaluation.	Ellie Laight (Quality Manager)		
18-11-21	12	Section 3 - Complaints Policy - Changed formal complaint being logged by Quality Manager to Head of Quality & Performance.  Section 4 – Complaints beyond the company - Added NOCN in the awarding organisations section.  Section 8 - Evaluation of Complaints/Compliments and Suggestions for Improvement - Added Head of Quality and Performance to replace Quality Manager.	Brendan Knowles (Head of Quality and Performance)	Brendan Knowles (Head of Quality and Performance)	18-11-2021
22/11/22	13	Annual policy review. Section 4 – Complaints beyond the company - Added Open Awards in the awarding organisations section.	Brendan Knowles (Head of Quality and Performance)	Brendan Knowles (Head of Quality and Performance)	22/11/2022
04/12/23	14	Annual policy review Removed Training Futures, C&G and ESF logos.	Brendan Knowles (Head of Quality)	Sacha McCarthy (Director of Quality & Operations)	04/12/23
12/02/25	15	Annual policy review No action required	Brendan Knowles (Head of Quality and Performance)	Sacha McCarthy (Managing Director)	12/02/25