**Compliments, Complaints & Comments Policy**



**of 3counties accounts training service Ltd (3cats ltd)**

**The company is pro-active in maintaining a continuous assessment of its delivery performance to its learners. This activity generates both Compliments, Comments and Complaints/Dissatisfaction.**

All learners are requested to complete an end of course review. The results of these reviews are then analysed and low satisfaction scores followed up with the learner to identify the perceived area of weakness in our delivery and resources. Learners are thanked for their time and input.

**Compliments**

These are logged by the tutors and categorised into:

Course Delivery

Course Content

Wellbeing

They are reviewed by the Directors providing input into the continuous development of delivery plans and resource content. Their analysis is used as part of the annual contract self-assessment reports.

They also assessed as possible learner stories. If they are suitable then the learner is contacted and asked if they would like to provide an expanded version for use as a learner story. Guidance is given as required.

**Comments**

These again are categorised into positive and negative within the categories used for Compliments.

The key issue with these comments is that whilst they may not be full Compliments or Complaints analysis of them, they may well disclose a developing pattern which is particularly important especially in the initial stages of a new course introduction or qualification criteria change.

**Complaints**

3cats ltd views complaints as an opportunity to learn and improve for the

future, as well as a chance to put things right for the person or organisation that has

made the complaint.

Our policy is:

• To provide a fair complaints procedure which is clear and easy to use for anyone

wishing to make a complaint

• To publicise the existence of our complaints procedure so that people know how to

contact us to make a complaint

• To make sure everyone at 3cats ltd knows what to do if a complaint is

received

• To make sure all complaints are investigated fairly and in a timely way

• To make sure that complaints are, wherever possible, resolved and that relationships

are repaired

• To gather information which helps us to improve what we do

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any

aspect of 3cats ltd.

**Where Complaints Come From**

Complaints may come from clients, learners, students, partners and accrediting bodies

A complaint can be received verbally, by phone, by email or in writing.

**Confidentiality**

All Compliments, Complaint and Comments information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the Managing Director

**Review**

This policy is reviewed regularly and updated as required.

Adopted on:…15/09/2021

Next review: 14/09/2022

**Complaints Procedure of 3cats**

**Publicised Contact Details for Complaints:**

Written complaints may be sent to 3cats ltd at 60, High Street, Carlby, Stamford, Lincs. PE9 4LX or by e-mail at info@3cats.org.uk

Verbal complaints may be made by phone to 01778590238 or in person to any of the 3cats staff at any of our events or activities].

**Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will be recorded.

The person who receives a phone or in person complaint should:

• Write down the facts of the complaint

• Take the complainant's name, address and telephone number

• Note down the relationship of the complainant to 3cats (for example: client, member)

• Tell the complainant that we have a complaints procedure

• Tell the complainant what will happen next and how long it will take

• Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

**Resolving Complaints**

***Stage One***

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed the Managing Director within one week.

On receiving the complaint, the Managing Director records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. If the complaint relates to the Managing Director then the investigation will be handled by the most senior tutor/Director.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

***Stage Two***

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Managing Director level. At this stage, the complaint will be passed to the Managing Director.

The request for Managing Director level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Managing Director may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Managing Director decides it is appropriate to seek external assistance with resolution.

**Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

**Appendix 1 - Practical Guidance for Handling Verbal Complaints**

• Remain calm and respectful throughout the conversation

• Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"

• Don't debate the facts in the first instance, especially if the person is angry

• Show an interest in what is being said

• Obtain details about the complaint before any personal details

• Ask for clarification wherever necessary

• Show that you have understood the complaint by reflecting back what you have noted down

• Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"

• If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise

• Ask the person what they would like done to resolve the issue

• Be clear about what you can do, how long it will take and what it will involve.

• Don’t promise things you can’t deliver

• Give clear and valid reasons why requests cannot be met

• Make sure that the person understands what they have been told

• Wherever appropriate, inform the person about the available avenues of review or appeal