

	<b>Complaints Policy</b>	Ref:	POL/43
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## Complaints Policy/Procedure

CBD Training Ltd (CBD) is committed to providing a quality service for its learner's, staff and associates and working in an open and accountable way that builds the trust and respect of all our learners and associates. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, staff and associates and in particular by responding positively to complaints, and by putting mistakes right.

### Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and confidentially;
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

**Definition:** CBD defines a complaint as 'any expression of dissatisfaction (with CBD, with a member of staff, or with a learner or associate) that relates to CBD and that requires a formal response'.

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**CBD's responsibility will be to:**

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

**A complaint's responsibility is to:**

- Bring their complaint, in writing, to CBD's attention normally within 1 week of the issue arising;
- Raise concerns promptly and directly with a member of staff in CBD;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow CBD a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond CBD's control.

**Monitoring and Reporting:** Directors of CBD will receive annually an anonymized report of complaints made and their resolution.

Learners wishing to register a complaint with regard to any aspect of their learning experience with CBD Training Ltd are required to do so using the following guidelines.

**Formal Complaint Procedure**

Individuals wishing to register a formal complaint should report the Centre Manager detailing the nature and circumstances of the complaint.

Complaints must be logged with CBD Training Ltd, in writing by their company, no later than 7 days following the incident and stating the desired action to resolve the issue.

CBD Training Ltd will respond to all complaints in writing within 7 days of receipt of a formal written complaint acknowledging receipt of the complaint.

CBD Training Ltd will investigate all complaints and elicit where appropriate the opinion of all other learners present at the incident.

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CBD Training Ltd will issue a full response to the complaint within 28 days where possible. Should the company be unable to ascertain all the facts needed for the investigation, the complainant will be kept informed of the progress.

The learner has a right to bring the matter to the attention of the Awarding Organisation if they are unhappy with the outcome.

Failure by CBD Training Ltd and the learner's organisation to reach an amicable solution will result in two parties agreeing on an arbitrator whose decision shall be binding.

All learners involved in the QCF apprenticeship programme will complete the name and contact details for the Assessor, Centre Manager, Internal and External Verifier and the Awarding Organisation. Candidates will be made aware of the Appeals Procedure and their hand-written document will be their acknowledgement and acceptance included with their personal details at the front of their portfolio.

Reviewed by Sarah Pickles (Director)



Signed

Date 18<sup>th</sup> August 2016

Next review date: August 2017