

## Professional Training Solutions Complaints and Concerns Procedure

### Our aim:

PTS is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners and clients, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Raising a concern or 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 when appropriate 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 initially by speaking to your assessor / tutor or your Internal quality assurer or The Sector Lead to raise issues. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### Grounds for complaint

Unfair or discriminatory actions or decisions and situations that arise with PTS staff, (other than those which relate to the assessment process and decisions), for example, information provided on qualifications, selection procedures, support for individuals, time taken to deal with enquiries or unfair or discriminatory treatment by anyone acting on behalf of PTS.

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## Resolution of the Complaint

### Step 1

The individual who wishes to make the complaint must contact the Head of Delivery and state their complaint. S/he will then record the complaint and request that the person complaining completes a 'complaints form' within five working days.

### Step 2

On receipt of the written complaint, the Head of Delivery will within five working days, identify the relevant person to deal with the complaint, review the information and make recommendations for its resolution.

The relevant person may be:

- Internal Quality Assurer / Programme Manager
- A manager from within the employee's organisation
- An independent person

The Head of Delivery will then write to the complainant with recommendations for resolving the issue.

### Step 3

If the individual is unhappy with the action taken by the Head of Delivery, s/he can write within 10 working days expressing the concern. The Head of Delivery will make a full report and discuss it with the Directors. S/he will then advise further action or support the initial decision.

If the complaint is against the Head of Delivery, s/he will submit the complaint and the action taken to the Directors who will deal with it. This may include involving an independent person to help resolve the issue or referring the matter to the appropriate awarding body.

### Step 4

If the complainant is still dissatisfied with the action taken, s/he can request that the complaint be submitted for the agenda of the next Directors meeting. If the time of the next meeting is more than three months from the initial date of the complaint, a special meeting will be convened to discuss the complaint. The meeting will take account of all previous action taken. The decision taken by the Directors will be final.

It is worth noting that the complaint may be the responsibility of another organisation, it can agree to refer the matter for resolution. For examples where the difficulty raises concerns about:

1. The National Standards and the delivery of the qualification, these can be referred to the Awarding Organisation
2. Manner and level of support for the qualification within a member organisation can be referred to that organisation in relation to their signed partnership agreement
3. The conduct of the Head of Delivery these can be referred to Director Jackie Denyer to resolve.

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### **Recording and Monitoring**

The Head of Delivery keeps a complaint spreadsheet in which all complaints and actions taken are recorded. This will be shared with the External Verifiers as part of the regular monitoring process. The Directors as part of the process of review and evaluation will also consider complaints in the wider context. Outcome of this discussion may result in changes to policies and procedures.

Complainants may also refer complaints to the Awarding Organisation they are registered with for their qualification, CMI / NCFE / ILM/ OCR, ESFA and their complaints procedures if they remain unsatisfied with the outcome of any complaint once all internal procedures have been followed.

Please raise your concern as an ILM learner by emailing [customer@i-lm.com](mailto:customer@i-lm.com) and putting complaint in the title of your email.

**If you have any queries about the contents of this procedure, please contact the Head of Delivery directly on 01252 712945 ext 605 or email [j.makarewicz@protrain-solutions.co.uk](mailto:j.makarewicz@protrain-solutions.co.uk)**

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**PTS Complaints Record Form**

**Complainant Name:**

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**Address:**

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**Telephone Number:**

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**Nature of Complaint:**

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Complainant Signature:..... Date:

**Office use only**

Date Received by Centre: .....

Received by Name: ..... Signature: .....

Date sent to Head of Delivery: .....

## PTS Complaints Follow up Form

### PTS Actions:

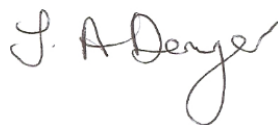
### Centre Follow up/Actions:

- \*
- \*
- \*
- \*

Date Complaint Closed: .....

PTS Director Name: Jackie Denyer

Signature:



Date: 27<sup>th</sup> October 2021

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