



Complaints Policy

Version Control:

Date created	Created by	Review date
September 2019	Liz Moran	August 2023

Version Number & Date of amendment	Summary of amendments	Quality Board Member Approval Name	Signature	Date approved
V1 Sept 2019	First version of this Policy			
V5 12/08/2021	Address details amended	Alison Hughes		12/08/2021
V6 01/09/2021	Existing policy and procedure reviewed	Stephen King		01/09/2021
V7 01/09/2022	Existing policy and procedure reviewed	Stephen King		06/09/2022

Background

Whilst System Group will endeavour to meet customer expectations there may be times when we fall short and customers are unhappy with the service received. The following policy has been produced to ensure appropriate processes are in place to respond to and communicate to a complainant as quickly as possible.

The aim is to deal with all complaints effectively to the satisfactory resolution of the complainant on the basis that a satisfactory result is likely to improve customer relations and a happy customer is likely to be a returning customer.

Complaints

Complaints can be raised at any stage of a training programme with System Group. Anyone who uses our services can raise a complaint if they wish to do so.

Complaint handling

The complaints policy at System Group follows the following key priorities:

- Understand why individuals complain;
- Strategic plan for dealing with complaints;
- Provide training and support for staff in handling complaints;
- Ensure complaints receive top priority;
- Effective complaint processing;
- Communication to complainant and staff.

Definition of a complaint

A complaint is any expression of dissatisfaction about System Group actions, standards or quality of service – which requires a response. The response may be to put things right straightaway, or to investigate the matter further. A complaint could include any of the following concerns but the list is not exhaustive:

- A customer cannot access a service;
- System Group delay or fail to deliver a service;
- System Group provide a poor-quality service;
- A service is withdrawn or reduced;
- A policy is inappropriately applied or disadvantages a customer;
- A policy unfairly discriminates against a customer;
- A member of staff's attitude or competence causes concern;
- We fail to meet our statutory responsibilities;
- We fail to provide certificates to learners within the appropriate time frame (3 months).

How to raise a complaint

A complaint can be raised in writing, via email, letter or verbally either face to face or by telephone. Where appropriate, the Education & Skills Funding Agency or an Awarding Organisation will be informed of any complaints by the nominated member of staff who is leading on the complaint.

Email: feedback@system-group.com

Telephone: 0151 317 4450

Address: System Group, 6 DeHavilland Drive, Speke, Liverpool, L24 8RN

Receiving a complaint

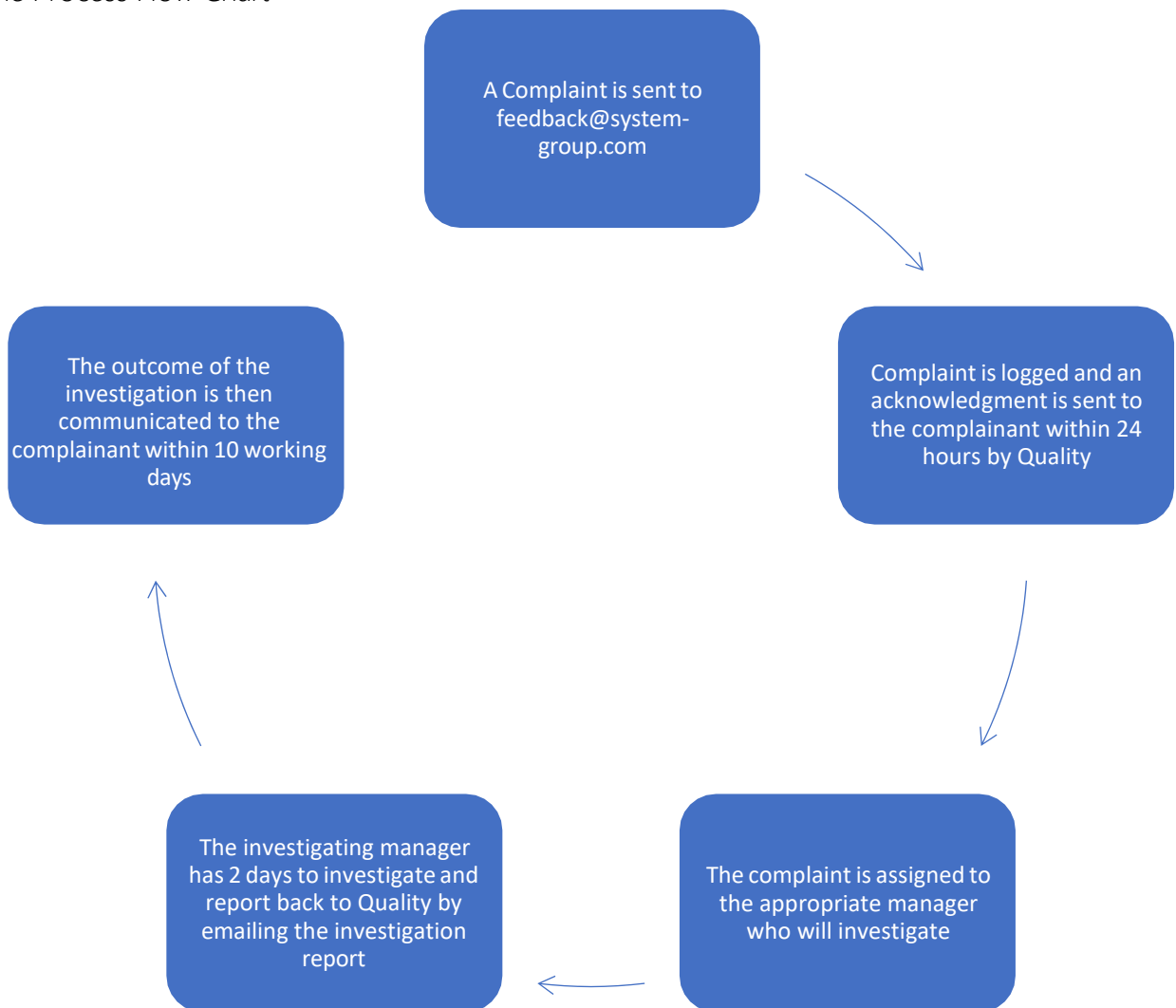
The person who receives the complaint will forward the details of the complaint via email to feedback@system-group.com immediately, ensuring all details of the complaint are provided. All complaints will be recorded in a log maintained by the Quality department together with dates received, and actions taken.

The process:

The process to be followed upon receipt of a complaint is as follows and must be completed within 24 hours of being notified of the complaint. Please note if the complaint is posted to System Group please allow time for delivery.

1. Log complaint via feedback@system-group.com immediately after receiving the complaint.
2. An acknowledgement receipt is sent to the person who has raised the complaint within 24 hours by the Quality department.
3. Quality will issue the complaint electronically to the relevant Manager who is responsible for investigating the complaint.
4. The investigating manager must respond to Quality within 2 working days with their investigation report
5. Quality will log all actions taken and responses provided.
6. The outcome of the investigation is to be communicated to the complainant within a further two days of the investigation being completed. Our aim is to resolve all complaints and respond to the complainant within 10 working days.

The Process Flow Chart



Appeals

Where the complainant is unhappy with the outcome of the investigation, Quality will refer the complaint and responses to the Senior Management Team for further advice and action.

In the case of a complaint being referred to the ESFA or Awarding organisation, their decision will be final.

To appeal please contact Sandra Wakefield, Head of Quality at sandra.wakefield@system-group.com

3. Findings of Investigation

What has been presented by each individual interviewed / involved in the investigation? What other findings from review of processes/information have been identified?

4. Findings of Investigating Manager

What evidence has been produced in relation to the investigation e.g. what can be confirmed as factual, what is hearsay and what is opinion?

What are the key findings of the investigation? Can the complaint be fully or partially upheld?
Y/N

Are corrective or preventative actions required? Y/N (if yes – detail these below:

Investigating Manager completing the form:

Signature:

Date: