

## Complaints, Suggestions & Compliments Policy

### PURPOSE

This policy aims to provide an effective means for individuals and organisations external to Apricot Training Management Ltd (Apricot) – its customers, partners, intermediaries and stakeholders – to feed back on the services they receive.

Whether **compliments**, **complaints** or **suggestions**, we at Apricot welcome and take seriously any feedback in order to improve and develop our services. We aim to ensure that complaints are dealt with in a courteous and efficient manner and that they are resolved without avoidable delay.

In addition to the formal evaluation process we employ for all our training programmes, any external individual/organisation's informal feedback, suggestions and any associated actions should initially be given and sought through their usual Apricot contact. Anyone dissatisfied with the service, actions or lack of action from Apricot can use the **Complaints Procedure** below.

Similarly, we welcome "good news" stories, positive feedback and suggestions – please see the section on **Compliments & Suggestions**.

### COMPLAINTS PROCEDURE

#### Overview

This Procedure sets out how to register a complaint, actions that will be taken, three possible stages of a complaint, timescales & responsibilities involved and what will happen when an outcome is reached.

Complaints may be made in person by telephone (to be subsequently followed up in writing), letter, fax or email. They should be addressed to David Nelson, Managing Director Apricot (contact details below). In his absence, responsibility for dealing with the complaint will be passed to a fellow Director.

Complaints will be acknowledged by letter within 5 working days. The following record will be kept of all complaints:

- date the complaint is received
- date the complaint is acknowledged
- the nature of the complaint
- the outcome
- date when complaint is resolved and complainant notified of outcome

All complaints will be treated in confidence. The complainant will be informed if, during the course of an investigation into the complaint, it becomes necessary to divulge their identity.

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## Three Stage Process

### ***Stage 1 - Informal***

Every attempt will be made to resolve the complaint informally and quickly. If the person receiving the complaint cannot deal with it immediately, the complainant will be advised that further investigations are necessary and will be given a time frame within which to expect a response, up to a maximum of 10 working days.

### ***Stage 2 - Formal***

Where the complaint is not resolved at Stage 1 above, or when the complainant is not satisfied with the outcome of Stage 1, a more formal investigation will be carried out. A person nominated by the Managing Director will assume responsibility for conducting the investigation and reporting results. The complainant will be kept informed of progress during the course of the investigation and of the outcome.

### ***Stage 3 - Review***

If the complainant is still dissatisfied following Stage 2, the Managing Director will be responsible for ensuring the complaint is reviewed fully and the results reported to the complainant.

## Conclusion

The complainant will be informed of any changes to policy or procedure arising as a result of the complaint. The complainant will receive an apology if the complaint is upheld.

## COMPLIMENTS & SUGGESTIONS

We value all feedback received from our customers and other external relationships. It forms an important part of our quality assurance procedures and commitment to improve and develop the services we provide.

Delegates, customers and partner organisations will typically be given, during the course of the relationship, opportunity to provide feedback as part of a formal evaluation process. We do, however, value and encourage informal feedback and suggestions for improvement over and above the formal process.

Informal feedback should be given through the individual/organisation's usual Apricot contact – in person or by telephone, letter or email. Alternatively, the Apricot general contact channels (below) may be used.

All such feedback and suggestions will be acknowledged, recorded, considered and, where appropriate, inform the development of our services. Subject to contributor agreement, feedback may be used as the basis of published case studies and "good news" stories. If preferred, contributors may retain anonymity in such instances.

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