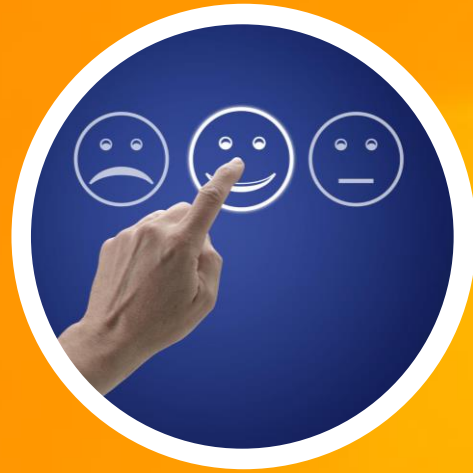


POLICY



Complaints, Compliments and Comments Policy

VERSION CONTROL

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Author	Eyvonne Wood
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Signed Off	

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Purpose

Orangebox are 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 to the views of our learners, employers, staff and other stake holders and responding positively to their views.

We will endeavour to put 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, 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
- 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
 - 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 Tutor or your Line Manager to raise issues. Any member of Orangebox Staff that resolve an informal complaint will need to inform the Head of Quality and Curriculum. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Grounds for Complaint

Unfair or discriminatory actions or decisions, inaccurate 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 Orangebox. Please ensure that Orangebox complaint process has been followed by completing the compliment, complaint and comments form. If Orangebox cannot resolve your complaint you have the right to contact external bodies.

Issues which relate to the assessment process and decisions covering for example, qualifications, you will be required to follow Orangebox assessment appeals procedure which can be found on Orangebox, learner handbook, learner portfolio's or by contacting head office on Orangebox.

Compliments, Complaints and Comments Resolution

Step 1 – Compliments, Complaints and Comment

On receipt of the completed compliment, complaint and comment form the Head of Quality and Curriculum will identify the relevant person to deal with the compliment, complaint or comment who will review the information and make recommendations for its resolution where necessary. During this time the Head of Quality and Curriculum will check the log to ensure the complaint has not been raised previously. All formal complaints are logged (Including any sent by letter or email). Complaints addressed to the Directors are logged and passed to the Head of Quality and Curriculum to follow the Orangebox Compliments, Complaints and Comments procedures.

The relevant person may be:

- Lead Internal Quality Assurer
- Head of Department
- CEO

An acknowledgement letter or email will then be sent to the complainant within three (3) working days by the Head of Quality and Curriculum. (Any individual who specifically request the full 'CCC Policy and Procedures' will be sent this document)

Complaints

The relevant person (Investigator) will interview the relevant parties, as appropriate, and examine any evidence (including learner records data, systems used, email communications, or other written records, as appropriate to the complaint). The investigator will endeavour to complete the investigation within 15 working days from receipt of the letter, complaint form or email.

The investigator may need to take advice from other internal and external agencies, as appropriate, in investigating the complaint. The investigator might also require access to sensitive personal data (under the GDPR) in order to arrive at a sound conclusion. The investigator will handle such information with due regard to its sensitivity, only sharing it with any others who need to know it as part of the investigation.

The complainant submitting a formal complaint should be aware that the above information will be made available under these conditions as part of an investigation. (This will be included in the acknowledgment letter or email)

Directorial Review

If the complainant is still dissatisfied with the action taken, s/he can request that the complaint be submitted to the relevant Director. The Director will then review all previous actions and make a decision.

Managing Director Review

If for whatever reason, the director has been unable to resolve the complaint, the complaint will be escalated to the Managing Director.

External Body Review

After following the Orangebox process and the complainant is still not satisfied they can use external bodies. Please note that the complaint may be the responsibility of another organisation. For example, where the complaint raises concerns about:

- The Education Skills Funding Agency (ESFA)
- The funding contract holder
- Awarding Organisation

Complaint Concluded

Where the complaint has been concluded satisfactorily, the investigator will update the Head of Quality and Curriculum to discuss and submit the summary and all other documentation relevant to the investigation. The Head of Quality and Curriculum will retain all documentation relating to the complaint, such that it can be easily retrieved if required for an Appeal. The investigator and the Head of Quality and Curriculum will review any systems relevant to the complaint, to identify and recommend changes that would prevent a recurrence of similar complaints. These recommendations will be included within the tracking form.

Step 2 – Comments

An acknowledgement letter or email will be sent to the individual, organisation or employer within 5 working days. Any comments received verbally, should be forwarded to the Head of Quality and Curriculum. Details of comments will be recorded and shared with the relevant managers to discuss any ideas for improvement and logged within the tracking form.

All comments may be used for marketing purposes on our website and consent forms from the individual must be sought prior to use. Comments may also be used by staff and managers during their 1-2-1 meetings and appraisals.

Compliments

An acknowledgement letter or email will be sent to the individual, organisation or employer within 5 working days. Any compliments received verbally, should be forwarded to the Head of Quality and Curriculum. Details of compliments will be shared via internal communication process and logged within the tracking form.

All compliments may be used for marketing purposes on our website and consent forms from the individual must be sought prior to use. Compliments may also be used by staff and managers during their 1-2-1 meetings and appraisals.

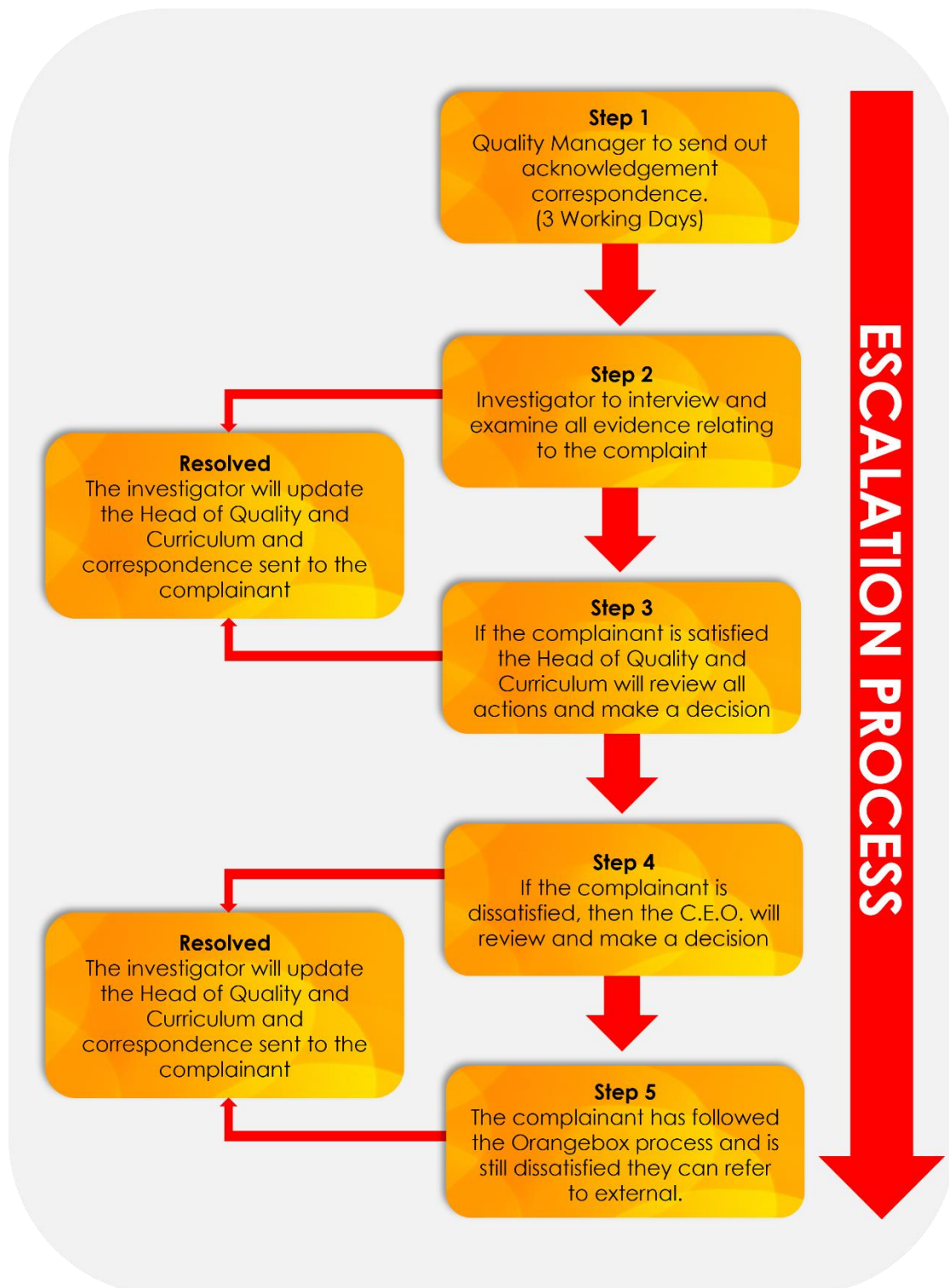
Monitor and Record Process

The Head of Quality and Curriculum manage the tracking form which includes actions, the investigator and any evidence submitted on SharePoint locked to relevant persons. The information will be shared with the persons involved with any compliment, complaint and comments and the Heads of Departments as part of the process of review and evaluation. Outcome of this discussion may result in changes to policy and procedures.

Address and Contacts

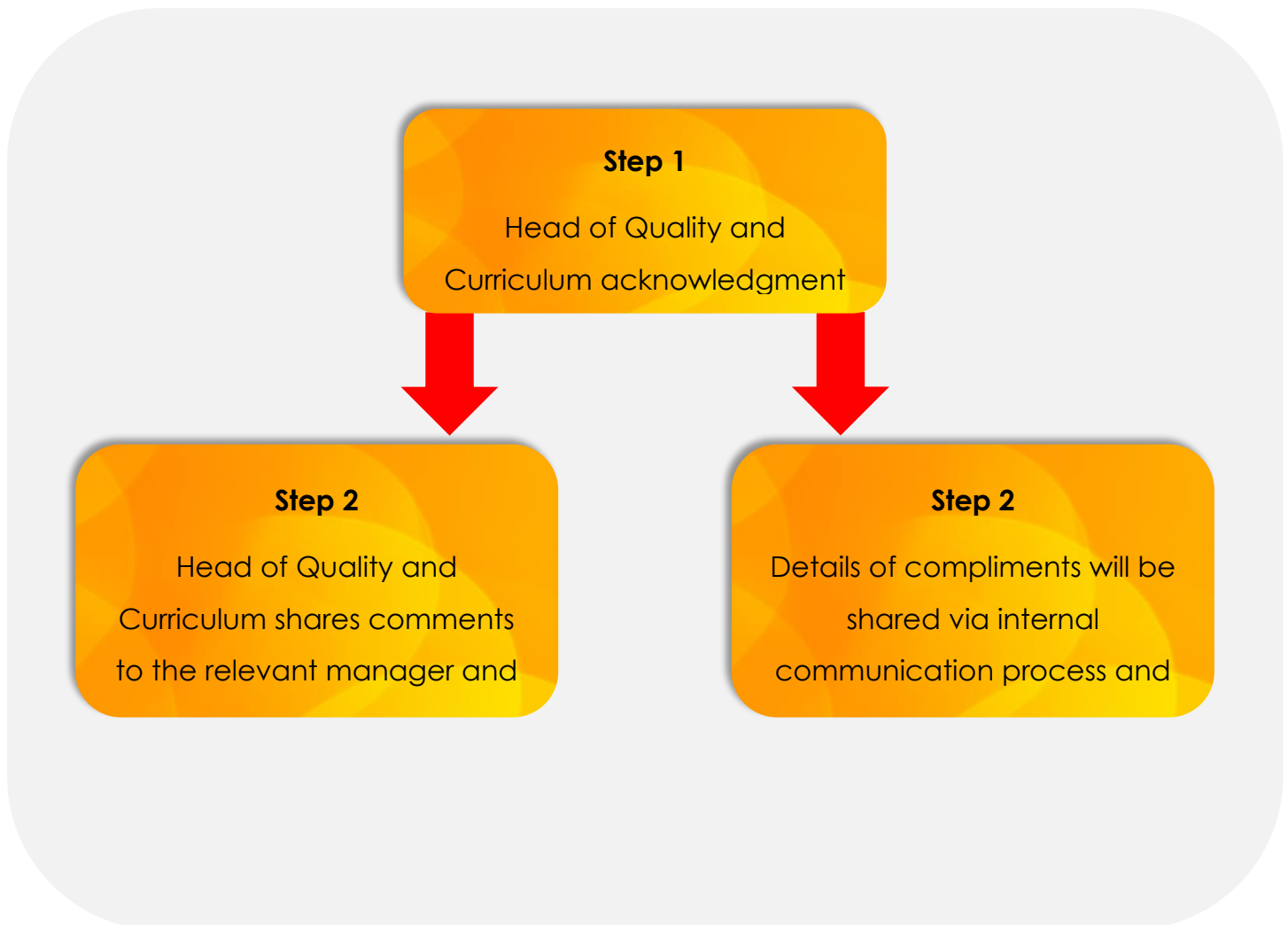
Head of Quality and Curriculum Responsible	Jill Tones
Postal Address	Orangebox Training Solutions Tranquillity House Hartlepool TS24 0UX
Email	Feedback@orangeboxtraining.com

Complaints Process



We aim to complete all formal complaints within 15 working days. If the complaints have not been resolved within the allocated time-frame we will send a letter to the complainant outlining the reasons why the complaint has taken longer than expected.

Compliments and Comments Process



Compliments and comments may be used for marketing purposes on our website and consent forms from the individual must be sought prior to use. Compliments or comments may also be used by staff and Managers during their 1-2-1 meetings and appraisals.

Appendix A – Compliment, Comments and Complaints Form

		Compliment <input type="checkbox"/>	Complaint <input type="checkbox"/>	Comment <input type="checkbox"/>
Reference Number (office use)		Type Here		
Name	Type Here	Company	Type Here.	
Address	Type Here.			
Contact No.	Type Here.	Date	Enter	
Email Address	Type Here	Programme	Type Here.	
In order for Orangebox to deal with your Compliment, Complaint or Comment effectively and efficiently please provide sufficient details of your Compliment, Complaint or Comment below:				
Click or tap here to enter text.				

Version Change Log

Provide a brief synopsis of changes made to this policy and any document changes, named staff or references to other materials.

Date	Change made	Changed by	Reason