



# COMPLAINTS PROCEDURE

## **Principles**

Talented Training is committed to providing services of the highest quality. It aims to support all our staff and clients and to act on any concerns or complaints from any source. Talented Training values your opinions, both good and bad, to improve the quality of its services and provision.

The Complaints and Grievance Procedure is designed to help anyone who attends or works with the organisation to bring matters of concern about their experiences of our services and provision to our attention and to show how we will investigate those concerns to achieve the right result. This process also helps us to improve our services generally, as well as helping us resolve any particular problems experienced by an individual complainant. Talented Training sees the use of its Complaints and Grievance Procedure as a positive, non-threatening means for change to the benefit of all.

## **What Is a Complaint or Grievance?**

The Complaints and grievance Procedure covers any complaints about:

- standards of service, courses or facilities provided by the organisation
- actions or lack of actions by the organisation or its staff
- provisions of the organisation affecting staff, students, customers, partners or stakeholders

## **Guidelines for Making and Handling Complaints and Grievance**

All complaints and grievance will be taken seriously and, as far as is reasonable, be treated in a consistently throughout the organisation. Any person who makes a complaint or grievance will not suffer any disadvantage or recrimination as a result of making a complaint, but if your complaint or grievance is proved to be malicious might there be action taken against you. (see Flow-chart)

## **Confidentiality**

All complaints and grievances will be handled sensitively and with due consideration to confidentiality for all concerned. Any person named in a complaint or grievance, however, will be informed of the complaint and will have a right of reply as part of the investigative process.

## **Accompaniment at a Complaint or Grievance Hearing**

In the event that a hearing is arranged to consider a complaint or grievance, any student, customer or member of staff asked to attend such a hearing has the right to be accompanied by a person of his/her choosing.

## **How and who to Complain too?**

The procedure aims to be simple, clear and fair to all parties involved. Reaching an informal solution is encouraged at every stage of the process. Use of the formal complaints and grievance procedure should only be taken after informal resolution has failed and as a last resort. If you have a complaint about a member of staff or a fellow student you should discuss it

with them and try to resolve it. Many apparent concerns result from misunderstandings which can often be resolved quickly and easily by talking through the matter. However, you can contact Linda Campbell, Director of Talented Training.

This can be done by:

- a telephone conversation 07568144255
- a face-to-face meeting, arrange this by calling the office direct 01133182597
- an email: enquiries@talentedtraining.co.uk

Your complaint will be received courteously and given prompt attention. It will be investigated and a reply given within 10 working days. If the problem cannot be resolved in this time we will let you know when it is expected to be resolved and you will be kept informed of progress. If it is resolved informally details are not normally kept on record unless you and the member of staff dealing with it wish to do so.

If the problem has not been satisfactorily resolved at this stage, complainants are encouraged to move to the formal stage.

A formal complaint should be written down and sent to Talented Training who will contact you within 14 days of receipt of the complaint or grievance to discuss it further.

The letter should be marked CONFIDENTIAL and addressed to:

**Talented Training  
5A King Street  
Leeds  
LS1 2HH**

The complaint or grievance will be thoroughly investigated including all documentary evidence relating to the complaint or grievance. After investigation of the complaint or grievance the outcome will be written down and sent to you and the person that you have complained about. This report will tell you the results of the investigation and what actions, if any, are necessary to resolve the issue.

Additional information about this stage of the process and other action you can take is available on request. If you would like help with completing the Complaint Form, or would prefer one in larger print, please do not hesitate to ask, and an independent person can support you through this process.