

COMPLAINTS PROCEDURE

POLICY REVIEW RECORD

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This Version Reviewed and Issued by	Harvey Parsons
Signature	
Position within GLP	Data and Quality Compliance Director

1. POLICY

GLP Training aim to provide the best service available to learners, employers and suppliers alike, and will ensure that any complaints are dealt with in a professional, efficient and effective manner within a set time frame. The complaints procedure below, details the manner, by which any complaint should be reported and how GLP Training will investigate, review and report on all complaints received.

A copy of this policy and the complaints form to be completed and submitted can be found on the GLP Training web site.

2. OBJECTIVES

- 2.1 In the first instance the complaint should be attempted to be resolved with the person(s) concerned. If this is not possible or it is felt that the decision leading to the complaint is valid then the complainant will be invited to complete an official complaint form (GLP-DOC-0013).
- 2.2 In all cases, where the complaint has been made to GLP Training via e-mail, telephone call or letter, the recipient will generate a GLP complaints form and forward it to the Head of Quality, where the recipient has not able to complete said form then the details of the complaint will be sent to the Head of Quality who will raise a complaints form and contact the complainant for details of said complaint.

Learners who feel they may have been disadvantaged should use the CANIDATE APPEALS PROCEDURE (GLP-POL-0014), rather than this complaints procedure.

- 2.3 The complaint form requires the following information to be completed:
 - a) Name of complainant and company name (if appropriate)
 - b) Address, phone number and e-mail address of complainant.
 - c) Details of any course(s) involved, attended or taken (if relevant)
 - d) Name of the person(s) (if relevant) that the complaint is to/about.
 - e) Date when incident occurred.
 - f) Nature of complaint. Any documentation relevant to the complaint should be listed along with copies of said documentation, if available should be attached to the complaint form.
 - g) The expected outcome of the complaint.

- 2.3 In all cases the complainant should keep a copy of the complaint form and any documentation attached to said form, supporting the complaint.

3.0 COMPLAINT SUBMISSION

- 3.1 The completed complaint form should then be sent to the Head of Quality at GLP Training who will officially record the complaint in the official complaints log and allocate it a unique identification number.
- 3.2 An acknowledgement of receipt of the complaint will be sent within three working days of receipt of the complaint to the complainant that will detail the unique complaint number for future reference.
- 3.3 Once the complaint has been received and officially recorded the Head of Quality will draw in all relevant personnel in order to fully understand the nature of the complaint and initiate an investigation and confirm the details of the complaint and where possible initiate any corrective actions that may be required in order to resolve the complaint. If required, the complainant will be asked to attend a meeting to discuss the details of the complaint and agree to any remedial actions that may be initiated. In all cases, where procedural corrective actions are implemented, the effectiveness of the change(s) will be reviewed monthly for 6 months to ensure that they fully implemented and are effective.
- 3.4 In all cases GLP Training will look to resolve all complaints within 10 working days, if this is not possible, due to the nature of the complaint or the remedial actions required the complainant will be notified in writing as to why this is not possible and detail the time frame and any actions required to resolve the complaint and a revised time frame.
- 3.5 Once the investigation by the Head of Quality has been completed and all evidence has been collected and reviewed the completed complaint form will be signed off and a copy, along with any supporting documentation, will be sent to the complainant. This will detail all corrective steps taken to prevent future occurrences of the issue detailed and will where applicable include an apology.
- 3.6 If the complainant is not satisfied with the response and outcome of the complaint, they can escalate it by writing to the CEO of GLP Training Ltd at the Worcester head office.
- 3.7 In all cases, the communication of, and recording of complaints and the details there in will be managed in accordance with the Data Protection Act 2018

4.0 COMPLAINT REVIEW

- 4.1 The complaints log will be reviewed on a monthly basis by the Head of Quality and Head of Operations to ensure that all complaints are processed as per this procedure and closed out in a timely manner, they will also review and progress any complaints that are, for reasons concerning the nature of the complaint or corrective / preventative actions required, operating outside the 10-day time scale for complaint closure.
- 4.2 The complaints procedure will be reviewed on a 12 monthly basis or as required in response to contractual or legislative changes, this is to ensure that it is being utilised correctly and is effective in delivering, as much as possible, satisfactory results to the complainants. The review will also include recommendations for any improvements in the reporting of and servicing of complaints and will include:

- Complaint category's
- Time to process complaints.
- Effectivity of Implemented corrective actions.
- Outstanding complaints
- Complaint outcomes
- Appeals against complaint responses.

- 4.3 Any amendments to the policy will be implemented as soon as possible and all GLP Training staff, learners, employers, and suppliers will be made aware of the changes and the responsibilities in how this revised procedure operates.
- 4.4 In all cases where the complainant is a learner that has completed or is currently enrolled on a qualification with GLP Training, the complainant has the right to escalate their complaint to the relevant awarding organisation if they remain unhappy after exhausting the centre's internal complaints and appeals procedures and, should they remain dissatisfied after escalating to the awarding organisation, they can then escalate their complaint to the relevant qualification regulator. The details for "Who" and "How" to contact the organisations in 4.4 are detailed within the GLP Training Ltd "Candidate Appeals Procedure, GLP-POL-0014.
- 4.5 In all cases any complainant also has the right to escalate their complaint to the Education and Skills Funding Agency (ESFA) should they remain unhappy with the complaint outcome.

The ESFA provide detailed information regarding complaints and detail all these on the ESFA Complaints Procedure webpage that is accessible via the link detailed below.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

This policy is reviewed annually and may be subject to change and re-issue as required in line with company operational changes, contractual requirements and changes in legislation.