

## Complaints Procedure

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### Introduction – Why Complaints are Important?

Best Practice People takes complaints seriously. It is important to address the issues raised by complaints because they allow us to rectify faults or shortcomings in our provision. We can also respond to complaints in a positive way that allows us to improve the operation and services of Best Practice People. We should also be aware that dissatisfied customers are very likely to discuss their complaints with a range of other people. Complaints which are not addressed to the satisfaction of the complainant may well lead to the reputation of Best Practice People being tarnished. In addition we should recognise that people who complain about us also represent another group of customers; those who are just as dissatisfied but cannot be bothered to take action, or lack the confidence to do so. Thus, dealing successfully with complaints will improve the service we give, improve the reputation of Best Practice People and give us knowledge to help us develop in a positive way.

### Procedure

Any centre, candidate or other customer of Best Practice People can raise a complaint about any aspect of our services and have their complaint dealt with in a speedy, fair, thorough and confidential manner. Wherever possible a solution will be found that is satisfactory to all concerned and the underlying causes of the problem will be removed so that the problem does not recur. Complaints about assessment processes or outcomes should be made using our Appeals Procedure, which is available from Human Resource Department. They can be contacted on 01293 511910 and should provide you with a copy of the policy and procedures. Best Practice People will comply with the requirements of any complaints process established by Ofqual.

### Making a Complaint

#### Step One

Try to talk to the person concerned. Your concerns will be taken seriously. Most complaints can be resolved quickly at this point.

#### Step Two

If you are not satisfied with the response or feel unable to discuss the issue directly then complete the Complaint Form available in your portfolio.

The attached Complaint Form has guidance on its completion.

This policy will be reviewed every 12 months by Best Practice People Limited. Last Update: 1<sup>st</sup> March 2022

## Responding to a Complaint

Best Practice People will normally acknowledge receipt of the complaint within two working days.

Best Practice People will carry out an investigation and make a full written response to the complainant. Normally this will be done within 10 working days of the initial receipt. Otherwise you will be given a reason for the delay.

Best Practice People will maintain a log of complaints.

## Complaints Direct to the Chief Executive Officer

Complaints that are sent directly to the Chief Executive Officer by letter will be dealt with as above.

## Complaints Received by Phone

Complaints received by phone will be recorded by a member of staff onto the complaints form and sent to the relevant member of staff.

## What to do if a Complainant is dissatisfied with our response

If you are not satisfied with the response you receive you may ask the Chief Executive Officer to re-investigate. Requests should be made in writing within 10 working days of receiving our response. After a further investigation you will receive a full reply from a member of the Management within 10 working days.

## Right of Appeal

If you are not satisfied with the response from the Chief Executive Officer then, depending upon the nature of your complaint you may have a further right of appeal to the **Regulator**.

## Monitoring Complaints – Quality Improvements

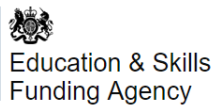
In order to monitor our response to complaints and to ensure that there is effective feedback into the delivery of our services, there will be annual reporting of the pattern and nature of complaints received, including response times.

The reports will be presented to the Best Practice People Annual Review Panel. The report will not name or identify complainants or members of staff.

## Confidentiality

All complaints will be treated as confidential and details will only be shared with the people who need to

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