



GP Strategies Training Limited

Policies and Procedures
Customer Complaints Policy

Policy no:	GPSTL-100-OP-28
Revision no:	3.0
Effective date:	June 2021
Prepared by:	Sharron Symon
Authorised by:	Dave Martin

Signed by:

A handwritten signature in black ink, appearing to read "Shay Moran".

Shay Moran, Senior Vice President

Date: 1 June 2021

Customer Complaints Policy

1. Aim

To ensure an effective and consistent means of handling complaints resulting from any aspect of operational activities, which directly or indirectly impact upon the customer, and to provide a means for highlighting internal problems or potential problems which are not covered by the quality system, but which may have a derogatory effect on the level of customer service, professionalism or company reputation.

If we receive a complaint or grievance against us or another related party and it cannot be settled through informal discussion we will follow the complaints and grievance procedure below. Our aim is to resolve all complaints and grievances within 21 working days. We will give all complaints our full attention and record the outcomes.

2. Definition

This policy relates to the provision and quality of service provided by any member of GP Strategies Training Limited (GPSTL) and includes issues relating to training and assessment, equality and diversity, health and safety, safeguarding and bullying and harassment. Matters relating to assessment decisions, safeguarding issues, equality and diversity and quality assurance are dealt with under the relevant procedures.

For the purpose of this procedure, a complaint is considered to be either a grievance, problem, difficulty, or concern raised by a customer relating to any aspect of the provision of services delivered. The provision of service refers to the delivery and provision of all agreed services and resources to meet the delivery expectations of the customer. The complaints procedure does not relate to everyday queries and questions which will be addressed in line with customer service targets and response times and will be dealt with in an informal manner.

This policy is for apprentices, learners, parents and employers engaged in training services with GPSTL in respect of Apprenticeship, Traineeship, Advanced Learner Loan, Functional Skills or Certificate and Diploma learning.

Customers are individuals or organisations who are engaged or support the services, products and/or funding provided by GPSTL and include although not exclusive to; employers, learners, funding partners, referral agencies and awarding organisations.

3. Management Responsibility

The Vice President has overall responsibility for this procedure and for ensuring appropriate management support for this process.

The Regional Operations Directors and Management Teams have responsibility for ensuring that complaints are handled according to this procedure. The Head of Customer Service and Support Services is responsible for supporting the local Management Teams in identifying and actioning solutions to address local/regional issues and monitoring progress to point of closure.

4. Monitoring and Review

The Vice President, Director of Quality and the Head of Administration, Policy Compliance and Service, have responsibility for reviewing this process and for the provision of information to facilitate the quality improvement process.

Customer Complaints Policy

5. Publication

A copy of this procedure is available via our website <https://www.gpstl-apprenticeships.co.uk/about-us/policies-and-procedures.shtml> and also issued to learners and employers as part of the induction process and is included in the Learner Charter and Employer Handbook.

6. General Responsibility

All employees are responsible for identifying and communicating customer problems, potential problems or concerns to their immediate line Manager.

7. Method – (refer to attached flow chart)

All complaints received must be referred immediately to the designated local Manager.

The Manager shall within 2 working days of receiving the complaint provide acknowledgement of receipt to the complainant.

The Manager shall access the central complaints log, held on the shared drive and complete stage one with details of the complaint and email the Regional Operations Director and Head of Customer Service and Support Services to inform of notification/registration of the complaint.

Stage One

Compliant/grievance source: employer/learner/other

Complaint received via source: telephone/email/website

Employer/learner/other:

Employer name/address/telephone number/email

Learner name/address/telephone number/email

Other name/address/telephone number/email

Date complaint/grievance received:

Received by:

Initial response date:

Initial response by:

Centre/region:

GPSTL employee implicated:

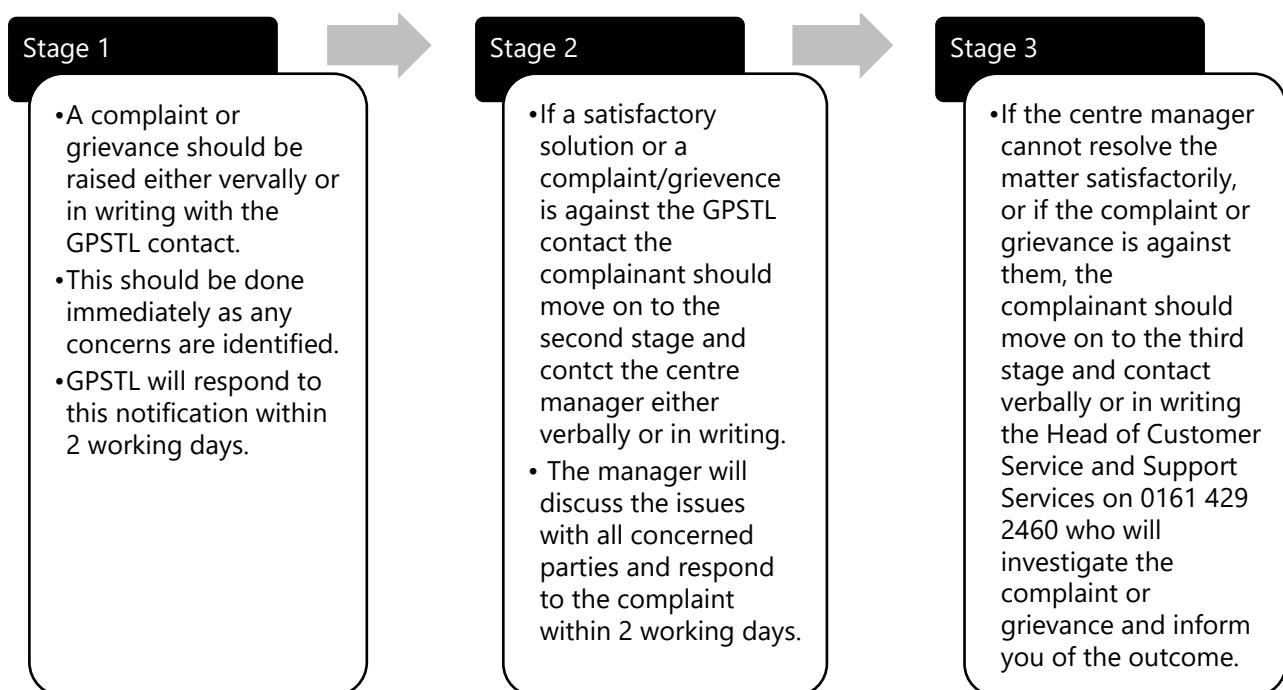
Details of complaint:

- 7.1 On receipt of notification/registration the Head of Customer Service and Support Services shall complete and monitor stage 2 of the complaint, allocate the complaint a reference number, determine the nature of the complaint, discuss the complaint with relevant parties and identify the appropriate remedial action to be taken and persons responsible for such action. If any complaint received is outside the remit and/or the authority of the Head of Customer Service and Support Services and/or is of a nature which may damage the reputation of the company the complaint shall be referred to the Vice President and Quality Director.
- 7.2 It is the responsibility of the Head of Customer Service and Support Services to monitor that all identified actions are completed within identified timescales and to the satisfaction of the customer. On completion of the identified actions, the Head of Customer Service and Support Services shall update the central complaints log with the close out details.

Customer Complaints Policy

- 7.3 On satisfactory closure of the complaint the local Manager shall contact the complainant to inform of subsequent action taken and closure.
- 7.4 If the identified action impacts on local processes, procedures or practices the Vice President and Quality Director shall conduct a review of the relevant operational process in consultation with the SMT and record such action within the appropriate quality improvement/development plan.
- 7.5 Regional Operations Directors shall review the central complaints log with Managers at their 1 to 1 meetings to ensure progress to closure is timely.

8. Timelines/Escalation Procedure



At each of the above stages the complainant may also e-mail our helpdesk:
GPSTLcomplaints@gpstrategies.com

We will respond to all complaint within 2 working days of receipt, and aim to inform the complainant of the final decision within 21 working days from the date of the initial complaint.

In circumstances where a complaint is not able to be resolved through the GPSTL's normal complaints procedure the complaint may be escalated to the Education and Skills Funding Agency (ESFA) through the apprenticeship helpdesk on 0800 150400 or e-mail: nationalhelpdesk@apprenticeships.gov.uk

Customer Complaints Policy

9. Documentation

Complaints Log

Customer Complaints Process

