



## **Compliments & Complaints Policy and Procedure (non- staff)**

### **1. Purpose**

We welcome feedback from all our customers and take feedback seriously. We want customers to let us know when we get things right and when we don't. When things go wrong, we want to have the opportunity to put things right and improve. Our aim is to respond quickly and positively and to reach an outcome that is satisfactory and fair for all.

TESDA strives to give all customers the same high standards of service in response to any compliment or complaint.

This document aims to:

- Help customers understand TESDA procedure.
- Provide efficient and timely handling within established time scales.
- Keep customers informed of the progress of their complaint.
- Ensure commitment to a full and fair investigation.

TESDA views all feedback as positive and aims to resolve complaints quickly and effectively within set time limits. Feedback received will be dealt with promptly and fairly even if the outcome may not be to the customer's satisfaction.

### **2. Scope**

This policy provides guidance to all customers of TESDA how deals with complaints and compliments.

### **3. Responsibilities**

The General Manager s is responsible for monitoring compliments and complaints and will analyse trends and actions annually.

Any compliment/complaints letter or e-mail should be directed to the [brendaallan@tesda.uk](mailto:brendaallan@tesda.uk).

The Senior Management Team may review a complaint and give a decision without formal investigation where it is considered to be deliberately repetitious or vexatious.

The General Manager will review this document and the quality of responses to customers on an annual basis.

Customers should bring compliments and complaints to the attention of the TESDA as soon as possible. Complaints should be written and submitted within 28 working days of any alleged incident.

The General manager will ensure all compliments are passed onto the staff/teams to whom they are directed.

Where a complaint is fully or partially upheld, TESDA will take positive action to put things right, make every effort to prevent the same thing happening again and will ensure the customer is kept fully informed. If a complaint is not upheld, the customer will be notified accordingly.

In order to address and contain complaints, the General Manager will contact any complainant to discuss concerns and, if appropriate, negotiate an acceptable solution.

#### **4. Procedure - complaints**

##### **Stage 1 – Informal Concerns**

In the first instance individuals should discuss issues with the member of staff directly involved at a mutually convenient time and appropriate action should be agreed.

The concern should be noted by the member of staff dealing with it alongside any agreed remedial action on the appropriate Cause for Concern.

If there is no satisfactory outcome or agreed action after the response has been received by the customer, a formal complaint (stage 2) can be made via the General Manager.

Customers should receive a response to their concern within 10 working days.

##### **Stage 2 – Formal complaints**

If the outcome of Stage 1 is unsatisfactory, contact should be made with the General Manager.

Customers wishing to make a formal complaint should be directed to do so in writing and address it to the General Manger in the first instance.

Upon receipt of any formal complaint a record will be entered on the appropriate recording document an acknowledgement of receipt will be set to the complainant within 3 working days.

The General manager will identify the most appropriate member of the Senior Management Team to direct the complaint to.

The General manager will then proactively monitor progress in order to ensure timescales are being adhered to.

The customer will receive a formal response to their complaint within 10 working days of receipt. If the matter is particularly serious or complicated it may take longer to provide an adequate response. If this is the case, the customer will be provided regular updates.

The outcome of any complaint investigation will be classified in one of three ways:

- Upheld – complaint was fully justified and will result in corrective action being taken.
- Partially upheld – certain aspects of the complaint were considered justified and will involve some corrective action to be taken.
- Not upheld – the complaint was not found to have sufficient grounds for further action.

This policy will be reviewed annually or sooner should legislation or company procedure make this necessary.

Signature: *B Allan*

Brenda Allan General Manager