

## COMPLAINTS PROCEDURE

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### **Purpose**

To define a process by which our client's complaints are dealt in an effective and controlled manner. Roxby Training Solutions ensures that complaints are dealt with in accordance to this

### **Definition of a formal complaint**

For the purpose of this policy and fair consideration, we define complaints as one of the following:

1. Grievance or expression of dissatisfaction relating to the standard of teaching / instruction, or monitoring of assessment.
2. Grievance or expression of dissatisfaction relating to an employee(s) of Roxby Training Solutions and their behavior.
3. Grievance or expression of dissatisfaction relating to the management, marketing or administration processes of Roxby Training Solutions.

### **Responsibilities**

All Roxby Training Solutions personnel are responsible for reporting complaints to the General Manager in a timely manner.

The General Manager is initially responsible for recording complaints and notifying the Directors if applicable.

The General Manager is responsible for reviewing complaints within management meetings or sooner depending on the severity of the complaint.

If a complaint is unable to be resolved to either parties' satisfaction, RTS will issue the customer with a letter advising final position and details of next steps for independent adjudication.\*

The General Manager is responsible for the issue of and all changes to this procedure.

## Information for customers

This policy and process diagram will be displayed both on the Roxby Training Solutions website [www.roxby.com](http://www.roxby.com) and clearly posted in the training centres. Customers are welcome to report informal complaints to any member of staff, or formal complaints in person or in writing to the Management / Administration Team:

- **Joanne Dean, General Manager: [j.dean@roxby.com](mailto:j.dean@roxby.com)**
- **Richard Mellor, Assistant Manager, Stockton: [r.mellor@roxby.com](mailto:r.mellor@roxby.com)**
- **Nassia Fulcher, Centre Manager, Stallingborough: [n.fulcher@roxby.com](mailto:n.fulcher@roxby.com)**
- **By telephone: +44 (0) 1642 438700**
- **By post: Joanne Dean, Centre Manager, Roxby Training Solutions Ltd, Unit W1 Wellington Court, Preston Farm Business Park, Stockton-on-Tees, TS18 3TA**

## Procedure

Complainants will be;

- Acknowledged within a given time frame, herewith defined as 2 working days
- Given the opportunity to express their grievance or expression of dissatisfaction
- Offered proposed action to resolve the complaint to both parties' satisfaction in a reasonable timescale

Formal complaints will be logged on a central complaints log controlled by the management team. A review of formal complaints will be conducted at regular management review meetings. Any actions arising or required changes to processes will be discussed. Where appropriate a BIR (Business Improvement Report) will be completed.

Formal complaints are thus managed in accordance with the 'Complaints Process Flow Diagram.'

For formal complaints relating to courses certified by awarding bodies, please note some additional information regarding the complaints process:

1. JT Limited (CompEx). Please refer to JTL920 Code of Conduct.
2. City & Guilds statement, "City & Guilds are always aiming to improve the quality of our services and welcome feedback to help us do this. If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, please email us at: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)."
- 3 ECITB statement, "We are always aiming to improve the quality of our services and welcome feedback to help us to achieve this. If these FAQs above have not answered your query, or you have a complaint, or any suggestions for improvement about any of the services that ECITB provides, then please use the Contact Us form."

\*Complaints Relating to Courses Certified by Awarding Bodies.