

Complaints Policy

Policy Scope

This policy is provided for CTC Training and Development Limited customers, including learners and staff members who are using or delivering the courses and qualifications that CTC Training and Development Limited offer.

Policy Review

CTC Training and Development Limited will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the relevant awarding organisation or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

CTC Training and Development Limited is committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds the trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, customers and learners, and in particular by responding positively to complaints, and by putting mistakes right.

Statement of Principle

CTC Training and Development Limited aim to ensure that: -

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

Definition: A complaint can be defined as 'any expression of dissatisfaction that relates to CTC Training and Development Limited and that requires a formal response'.

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Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. CTC Training and Development Limited's responsibilities are to:

- acknowledge the formal complaint in writing
- respond within the stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Stage 1

If a complaint is unable to be resolved informally, the complainant should write/email their complaint to a relevant CTC Training and Development Limited staff member, so that they have a chance to put things right. In the letter/email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by CTC Training and Development Limited within 2 working days of receipt of a complaint. Complaints will be investigated by relevant CTC Training and Development Limited staff members. As part of the investigation regarding a complaint, a staff member may undertake interviews with the relevant people involved.

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A complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint).

Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to CTC Training and Development Limited Managing Director and ask for their complaint and the response from the relevant team member to be reviewed.

The managing director will acknowledge a complaint within 2 working days of the receipt of a complaint. Responses to complaints will be within 10 working days of the acknowledgement.

CTC Training and Development Limited aim to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If a complainant is not satisfied with the subsequent reply from the CTC Training and Development Limited Managing Director then they have the option to contact the relevant awarding organisation with regards to their complaint. The relevant awarding organisation will undertake an investigation into any complaints received, in line with their Complaints Policy.

All documents relating to a complaint must be saved and stored securely in the centre. The relevant awarding organisation will be given access to any information or documents regarding any complaints when requested.

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Last review date: 01/10/2024

Next review due: 01/10/2025