

## Complaints Policy

We aim to give everyone an excellent experience when dealing with Focal Point, so we welcome your comments, suggestions and feedback about the service you have experienced. Although many issues can be dealt with less formally, this policy provides a formal route for dealing with a complaint you may have in relation to our service.

We aim to ensure that:

- making a complaint is as easy as possible
- the review is conducted in a fair, reasonable and legal manner, ensuring that all relevant information is considered without bias
- we deal with it as promptly as possible, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints we receive and use them to improve our service

Examples of situations that would constitute a complaint:

- incorrect invoicing
- certificate spelling errors
- lack of response to queries
- concerns relating to handling of personal data or data breach
- concerns about the content of a workshop or programme or a Focal Point facilitator or coach
- incorrect products received
- delay with receipt of certificates
- non-compliance with stated ILM (City and Guilds) process e.g. not adhering to published timescales

### Our Procedure

#### Stage One

Please put the complaint in writing and send to our Finance and Contracts Manager Debbie Stanfield. [dstanfield@focalpointtraining.com](mailto:dstanfield@focalpointtraining.com)

We will acknowledge receipt of your complaint within 2 working days. We will then identify the steps we will need to take to look into the complaint and let you know. This may involve appointing an appropriate person to investigate the matter on your behalf. We aim to resolve complaints as quickly as possible and will keep you fully informed of timescales.

## FOCAL POINT

For any complaints related to data protection we will respond within 30 days of receipt, starting the day after the day of receipt (if the last day is on a weekend or public holiday, this is extended to the next working day)

In some instances we may need to escalate the complaint to a third party such as the ILM, where the complaint relates to services provided by them. If this is the case, we will keep you informed of progress.

### **Stage Two**

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting in writing one of the Directors Tracy Powley or Stella Chandler, setting out why you are dissatisfied.

The Director will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Focal Point's response and any further actions that may need to be taken.

We will keep records of all conversations, meetings and stages in the process for 7 years after the decision has been communicated. You can ask for a copy of our Data Register with details for retention periods from our Finance and Contracts Manager

### **Communicating the Policy**

We ensure that all learners and specifically those enrolling on an ILM programme with us have access to a copy of this policy and the accompanying Quality Assurance Policy and Appeals Policy (usually as part of their induction) We also ensure that all our associate trainers and support staff have a copy of this policy when they first join our team and annually thereafter.

### **Reviewing the Policy**

This policy will be monitored and reviewed annually.