

Compliments & Complaints Procedure

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Approved by:	Senior Management Team
Distribution to	All

Version	Review date	Next review Due	Comments	Reviewed by	Approved by
1.3	10.2.2017	20.2.2020	Change of Logo and complaint contact	Elaine Highwood	SMT
1.4	27.6.2019	27.6.2021	Reviewed: Awarding Body links added	Elaine Highwood	SMT
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1.5.2	08.04.22	08.04.2023	Change of job title – Elaine Highwood	Zoe Harrison	SMT

Authorising Officer:

Oliver Traylor, Managing Director

Signature:



Date: 08.04.22



Introduction

The main aim of the policy is to provide clear guidance for stakeholders on how to make a formal compliment or complaint to Runway Training and what will happen in the event of a compliment or complaint being received.

Definition

A compliment or complaint is one which has been received formally either in writing, by email or over the telephone.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Runway Training

A compliment is an expression of praise or admiration.

Complaints Procedure

Runway aims to provide the very best service to learners and potential learners and has developed a straight-forward complaints procedure to ensure that complaints are dealt with as efficiently and effectively as possible.

Our complaints procedure demonstrates the way in which complaints should be reported, and how learners and potential learners can expect complaints to be handled.

Step 1

Firstly, always try to sort out the complaint with the relevant person. If it is with a fellow learner then ask your Apprenticeship/Functional Skills Teacher for guidance and they will be able to assist you. You will receive a response to your complaint within 3 working days and if you are not satisfied with the outcome then please follow step 2.

Step 2

If you are unable to resolve your complaint informally or your complaint is about your Apprenticeship/Functional Skills Teacher or a staff member of Runway then you can raise a formal complaint providing full details by any of the following channels:

By email/in writing: elainehighwood@runwaytraining.co.uk

Head of Quality
Runway Training
190 High Street
Tonbridge
Kent
TN9 1BE

Complaints form: To be completed and emailed to elainehighwood@runwaytraining.co.uk. A copy can be collected from the Runway office or can be emailed or posted to you. There is also a copy on OneFile, within your learner handbook and attached to this document.

Telephone: 01732 402 402

When making a complaint, it is helpful if you give as much information as possible (including personal details) and include steps that you have taken in pursuing your complaint, any discussions that you have already had about the matter, attach copies of any earlier correspondence and state clearly what remedy, if any, you are seeking.

On receipt of your complaint, the most appropriate Manager will be assigned to investigate and will contact you as soon as this is complete. This would normally be within 10 working days but can sometimes take longer. If at any time, however, you would like information concerning the investigation you may contact the HR Department directly.

You will be contacted by your preferred method (by email, 'phone or in writing) with the results of the investigation into your complaint. At this time you will be asked whether you are satisfied with the outcome and will have the opportunity to ask any questions regarding the investigation. If you are satisfied with the outcome the complaint will be closed.

Step 3

If you are unhappy with the findings of the investigation and wish to complain further you can raise your complaint in writing to Oliver Traylor, Managing Director at Runway Training. Your complaint will be reviewed and a final decision made. The Centre takes all complaints very seriously and if they have been escalated to this level will conduct a full and thorough investigation, to which you will be given a full report within 21 working days of receiving your complaint.

Step 4

If you are still unhappy with the result of your complaint you can take your complaint to the Lead Provider. A copy of their complaints procedure can be found on OneFile or for paper portfolios within your portfolio.

Unresolved complaints

If you are unable to resolve your complaint with us you can contact the relevant Awarding Organisation or the Education and Skills Funding Agency giving your name, learner enrolment/registration number (if known), date of birth and centre details (including the centre number if known).

The Links below will provide you with further information.

City and Guilds

<https://www.cityandguilds.com/feedback-and-complaints>

ILM

https://www.i-l-m.com/-/media/ilm-website/sharepoint-documents/_published-documents/d14-ilm-complaints_policy-d-.pdf.ashx?la=en&hash=343A583575AF71DE4125FE7138E675CC5CD100FF

ncfe cache

<https://www.ncfe.org.uk/media/1175/complaints-policy.pdf>

Education and Skills Funding Agency

<https://www.gov.uk/complain-further-education-apprenticeship>

Making Anonymous Complaints

On occasion there may be a need to make an anonymous complaint. You can make a complaint by either telephone, e-mail or in writing. We may not be able to provide feedback on anonymous complaints but they will be taken seriously and investigated.

Runway is constantly working to improve our policies as part of our quality review. If you have any comments about this procedure then please contact our human resource department by e-mail to hrdept@runwaytraining.co.uk

Compliments

Compliments are always welcome and can be made informally – either directly to the specific member of staff concerned or to the relevant manager or formally to the Quality Manager by email or in writing:

By email/in writing: elainehighwood@runwaytraining.co.uk

Head of Quality
Runway Training
190 High Street
Tonbridge
Kent
TN9 1BE

If you would like to email, please include “formal compliment” in the subject line.

On receiving a formal compliment it will be acknowledged in writing within 5 working days of receipt, a copy will be filed and details recorded.

A copy will be sent to each member of staff to which the compliment relates and their relevant line manager.



Complaints Form

Full Name			
Address			
Email Address			
Telephone Number		Preferred method of contact	

Please use this box to provide us with details of your complaint and any outcome that remedy you're expecting

If you have already complained informally to anybody, please use this box to tell us whom you have spoken to and what has happened since

Signed: _____ Date: _____