



Compliments and Complaints Policy and Process

If you require this document in an alternative format such as larger print, audio or different language please call us on 01623 404341

SERVICE STANDARDS - We aim to set, maintain and deliver high standards to all our service users. Below you will find details of our Compliments and Complaints Policy and Process.

1. COMPLIMENTS

Compliments are always welcome and can be made informally - either direct to a particular member of staff concerned or to a relevant manager. The member of staff concerned and their immediate line manager will be notified.

If you wish to make a formal compliment please address it in writing to:

Quality Manager
NTN
Mansfield Business Centre
Ashfield Avenue
Mansfield
Nottinghamshire
NG18 2AE

On receipt of a formal compliment we will acknowledge the compliment in writing within 10 working days of receipt, arrange for a copy to be filed centrally and details recorded, and send a copy to each member of staff concerned and their relevant line manager.

2. COMPLAINTS

Despite our very best efforts, there may be occasions when you feel that you have not received the level of service to which you are entitled to and believe you have cause to complain. We aim to deal with complaints fairly and objectively and to ensure that appropriate action is taken to improve the quality of the service we provide.

a. The Process

If you have a problem please contact NTN by telephone on 01623 404341 to see if we can settle the matter informally. If that does not resolve the problem to your satisfaction, or you believe that approach to be inappropriate you may complain in writing to the Quality Manager at the above address or via email nikki@ntn-wbl.org.uk

All complaints will be acknowledged within 2 working days of receipt and referred to a Manager for thorough investigation. The Manager will then make contact with you within 10 working days of receipt of your complaint to keep you informed of progress or, where the investigation is likely to take more than 10 working days from receipt of the complaint, give an amended timescale for completion of the investigation.

We will send a written response indicating whether the complaint has been accepted, partly accepted or rejected within 20 working days from the receipt of the complaint, or within any notified extended timescale.

For accepted or partly accepted complaints, we will outline the actions to be carried out to put matters right. For rejected complaints, we will explain why the complaint has been rejected in whole or in part.

If you remain dissatisfied with the outcome of the investigation into your complaint you should write to the Skills Funding Agency (address on request).

b. Monitoring

NTN will monitor all complaints and the outcome of that monitoring will be reported to Senior Management.

c. Implementation

Please contact the NTN Office Manager if you require a hard copy of this procedure.

We will maintain confidentiality at all times and will only disclose information to others as is necessary to complete any investigation. The complaints and compliments monitoring logs will hold the names of individuals, but any summary reports prepared for internal monitoring purposes will not name individuals or organisations.

d. Related Documents

Equal Opportunities Policy
Harassment Policy