

GENERAL COMPLIMENT, COMPLAINTS AND COMMENTS POLICY

We welcome feedback from all of our stakeholders and it helps us to improve our services and processes. The policy sets out how we deal with your feedback and ensure prompt response where needed.

Process

In the event of a positive experience or just wish to say thank you – please, wherever possible, email mark@newskills365.com with your name, date, feedback details. Mark Pitfield will pass this praise onto the relevant employee.

In the event of a complaint, we strongly recommend that you talk to a member of our staff to try to resolve any issues immediately. However, if this is not possible (the complaint, for example, may be about a member of staff), then the following procedure should be followed to help you obtain a satisfactory solution/response:

Stage One:

The Complaint will be handled by the Managing Director, who will acknowledge your complaint (by telephone or email) within 24 hours. He or she may wish to discuss the details of your complaint and will do so by telephone within 48 hours of the acknowledgement of your escalated complaint.

Mark Pitfield
Managing Director
Skills 365
mark@newskills365.com

Further investigation will be instigated and a Senior Manager will respond and offer a solution/explanation again by telephone if possible. Once agreement has been reached, we will write to you detailing the findings and the solution agreed.

Stage Two:

Should you still be unhappy, then you are requested to write to the Complaints Department, who will make a final decision on any complaint and write to you with any recommendations/solution within ten working days of receipt of complaint.

Complaints Department
Info@newskills365.com

We will attempt to rectify all complaints to your satisfaction. However, we will not reprimand or discipline staff where a complaint is found to be unjustified.

Any actions resulting from a disciplinary hearing will be confidential and not disclosed to complainant or others.

Lincolnshire County Council Provision Complaints Procedure:

Learners can find out about how to log a compliment, comment, or complaint via the LCC website, LCC Customer Service Centre or the 2Aspire website (www.2aspire.org.uk)

If learners have any compliments and/or comments they would like to make about their course they should initially talk to their Tutor or, if not happy to do so, learners are encouraged to contact the Customer Service Centre on 01522 782011, or email Customer_services@lincolnshire.gov.uk.

If learners are unhappy, they can obtain a "How to Complain" leaflet from the Customer Services Centre via email Customer_services@lincolnshire.gov.uk or via telephone 01522 782011. Alternatively, learners can log the complaint electronically via the website at www.lincolnshire.gov.uk.

Review of the policy

A Senior Manager will review this policy annually or more frequently where there are significant changes in circumstances.

To be disseminated to: All staff / Service users / Subcontractors		
Authorised by: Managing Director	Issue Date: August 2023	Review Due: August 2024
Amendments: LCC Complaints Action (January 2022)		