



Complaints Procedure

Version History			
Version	Date	Detail	Author
1.0	04/11/2015	First version approved by the MD	Martin Crankshaw
2.0	13/11/2019	Updated to include ProQual details	Martin Crankshaw

Aims

- a) To reassure the customer that their complaint is being dealt with efficiently and fairly.
- b) To provide a straightforward and consistent way to make representation to NC Skills and to offer prompt action and a speedy resolution of any complaints. A complaint can be in any form i.e. by letter; telephone, fax; e-mail; in person and assistance will be given in making the complaint.
- c) To enable NC Skills to use complaints positively and take action to maintain and improve services.

Availability

This complaints procedure is available to all NC Skills customers and covers all services provided by NC Skills.

What is a Complaint?

NC Skills defines a complaint as “an expression of dissatisfaction about the NC Skills actions or lack of action or about the standard of a service provided by NC Skills itself or a person or person acting on behalf of NC Skills”.

Types of Complaint and what is excluded?

- a) The following list indicates in general terms the range of complaints which fall within the procedure and, additionally, what type of complaints are excluded.
- b) Where a matter is excluded from the procedure every effort will still be made to help to resolve the problem.
- c) The excluded categories should still be recorded and monitored as a separate category.
- d) Assistance will be provided where necessary when a complaint is made.

Complaints

- a) Dissatisfaction with the way NC Skills policies are carried out (as opposed to dissatisfaction with the policies themselves).
- b) Failure to consider relevant matters in coming to a decision.
- c) Failure to implement a decision.
- d) Complaints regarding the behaviour or perceived behaviour of individual employees.
- e) Delays in responding to complaints about the administrative process.
- f) Failure to provide a service that should be provided.
- g) Failure to fulfil statutory responsibilities.
- h) Discrimination.

Matters that are not considered complaints

The following will not follow the complaints procedure; but every attempt will be made to resolve them.

a) Criticisms of or disagreements with NC Skills policies or decisions themselves rather than the way they have been carried out.

b) Complaints against individual employees where no other basis for criticism exists other than the employee was implementing NC Skills policy/decisions.

c) A matter where there is an alternative means of solving the criticism, for example: –

- Appeal to NEBOSH or ProQual (Refer to the Relevant Appeals Procedure)

How to make a Complaint

The complaints procedure will be followed whenever a complaint is being dealt with.

The procedure contains three stages:

Stage 1 (first contact)

Tell us about your complaint. You can:

- Call telephone number +44 (0) 141 255 2566
- Email us with full details of your complaint
- Write to us at NC Skills (Head Office Address)
- Ask a member of staff to help you
- Ask any member of staff to advise you or take details

You should receive a response within 10 working days.

Stage 2

The intention of stage 1 is to allow the service concerned to give a satisfactory explanation of its action or to put matters right. If that does not satisfy your complaint, then stage 2 will involve the Managing Director carrying out a formal investigation and a written reply will be sent within 10- days from date of receipt.

Stage 3

If you are still dissatisfied, then at stage 3 if the complaint is relating to a product or service offered by NEBOSH or ProQual then you can escalate your complaint to them.

Responsibility for Dealing with Complaints and Administering the Procedure

a) Any complaint is passed to the Training Manager who will record, co-ordinate and monitor the process, liaising with other Centre Staff if required.

Time Limits

The time limit for dealing with a complaint is 10-working days.

However, for matters involving detailed investigation the time limit is 28 days. An acknowledgement will be sent within 3 working days. These time scales apply at each stage. If these time limits to

respond or to rectify the complaint cannot be achieved the customer will be advised why and given an expected period and the complaint will be moved to the next stage of the process.

Your Rights

You are entitled to:

- a) A full and impartial investigation of the complaint.
- b) Response within the laid down time limits.
- c) A full written response to the complaint or subsequent appeal at stages 2
- d) If the complaint is justified, then one of the following remedies will be recommended.
- e) The opportunity to indicate whether your complaint has been dealt with satisfactorily. This can be via a telephone call, letter or email

Remedies

- a) An apology.
- b) The provision of the service you want.
- c) Repayment of any nominal out of pocket expenses.
- d) Where it is considered an additional offering is made then this will be decided by the Managing Director

Complaint Monitoring

- a) A record will be kept by the Training Manager of the number, nature and outcome of complaints; (including date received; acknowledged; responded).
- b) The Training Manager will prepare annual monitoring reports setting out numbers, categories of complaint and results of stage 2 appeals and report the findings. The Training Manager will also monitor reports on a monthly basis to assess trends and what actions should be taken.
- c) Annually Managing Director will review the operation of the complaint's procedure.