**DH Associates Comments & Complaint Policy**

**Policy Aim**

The aim of this policy is to ensure that suggestions, comments, and complaints concerning services delivered by DH Associates are dealt with in a timely and appropriate manner. Comments, suggestions or complaints enable us to improve the service we deliver. Formal evaluations and feedback enable the centre and company to review the service learners and employers receive.

**Complaints Procedure**

1. Under this procedure complaints may be made by anyone receiving a service from DH Associates. This includes all learners, commercial or funded such as apprentices and all employers. The complainant will be informed of the progress and outcome of any investigation.

1. The first point of contact for learners is their trainer and / or line manager. Trainers in receipt of a complaint shall take immediate steps to try and resolve the issue. This must be reported to their line manager.
2. The first point of contact for employers is the Business Development/Employer Engagement Officer and any complaints received can be resolved at by them or where appropriate passed to the Director of Quality & Compliance for investigation under the procedure outlined below.
3. If the complaint cannot simply be resolved the Director of Quality & Compliance must be informed. A formal investigation will be planned and the complaint will be responded to within 3 working days of reporting.
4. A written record of the complaint, investigation and how it is resolved must be made. The learner and employer must be informed of the outcome.
5. Learners and employers can appeal the decision reached within 5 working days and the complaint will be reviewed by DH Associates Senior Management Team.
6. If the complainant remains dissatisfied in certain circumstances the learner and employer can complain to the awarding body, either to the external verifier or direct to the awarding body. Similarly learners and employers can in certain circumstances make a complaint to the Education & Skills Funding Agency. Learners and employers may only do this if the internal complaints procedure has been exhausted.
7. Information regarding complaints, the response times and outcomes, shall be collated and reviewed by the. Director of Quality & Compliance.

**Comment & Complaint Reporting**

**Name of Reporter: Date Received:**

**Address: Tele:**

**Email:**

**Employer: Learner:**

**Trainer:**

### Briefly outline key issues

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| --- |
| Reported to: |

|  |  |
| --- | --- |
| **Signature:** | **Date:** |

**Investigation & Outcome**

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| --- |
| Investigation Plan:  Date Agreed |

**Signature: Date:**

|  |
| --- |
| Outcome of investigation: |

**Resolution: YES/ NO**

**Signature: Date:**