

## Compliments and Complaints Policy

DHA strives to ensure that all learners and employers receive an excellent standard of service. We value feedback of all kinds positive or negative as it helps us to improve our provision and celebrate success.

We welcome:

- Compliments about our staff, services, and learning experience
- Suggestions for improvement
- Complaints when expectations are not met

We aim to ensure that all complaints are taken seriously, investigated appropriately, and resolved promptly and fairly. Likewise, compliments are shared and used to recognise and reinforce good practice.

This policy applies to all:

- Learners
- Employers
- Partners or stakeholders receiving services from DHA

It covers:

- Feedback on teaching and learning
- Quality of service and learner support
- Behaviour or conduct of DHA staff
- Incorrect or misleading information provided
- Suggestions or commendations regarding our services

DHA will ensure that any information identifying complainants is:

- Kept secure and confidential
- **Processed in accordance with** the Data Protection, Copyright and Confidentiality Policy
- Retained for a minimum of 3 years for audit purposes and then disposed of securely

Any information shared during the investigation will only be disclosed to relevant parties and handled sensitively.

## How to Provide a Compliment or Suggestion

Compliments and suggestions can be submitted:

- Directly to your trainer or contact at DHA
- Via email to [kate.day@dhassociates.co.uk](mailto:kate.day@dhassociates.co.uk)
- Through feedback forms, surveys, or end of programme evaluations

All compliments are recorded and shared with relevant staff and management, and used to inform continuous improvement.

## **Complaints Procedure**

### **Informal Complaints**

We aim to resolve most concerns quickly and informally.

- Learners should raise the issue with their Trainer in the first instance
- Employers should contact Team Manager
- Staff receiving a complaint must act promptly, tactfully, and respectfully
- The issue and outcome should be recorded and shared with the Director of Operations

If the issue is not resolved or the complainant remains dissatisfied the formal complaints procedure should be followed.

### **Formal Complaints**

When a formal complaint is made:

- The complaint must be escalated to the Director of Operations or a member of the Senior Management Team
- DHA will respond within 3 working days of receiving the complaint
- A full investigation will be undertaken. This may involve contacting the complainant and reviewing documentation or feedback
- A written outcome will be shared with the complainant, including any actions taken

All formal complaints must be recorded, including:

- Summary of the issue
- Investigation steps taken
- Outcome and resolution
- Learning and actions to prevent recurrence

### **Appeals**

If a complainant is not satisfied with the outcome:

- They may appeal within 5 working days
- The complaint will be reviewed by the Senior Management Team
- A final decision will be communicated in writing

## Escalation

If the complaint is still unresolved:

- Learners can contact the awarding body
- For DfE funded programmes learners and employers may escalate the complaint to the Department For Education (DfE)

## Monitoring and Reporting

- The Director of Operations is responsible for oversight of all compliments and complaints
- All complaints and compliments are logged and reviewed quarterly by the Senior Management Team
- Trends and outcomes are reported at Governance Meetings to support continuous improvement

DHA commits to ensuring that:

- Complaints and compliments are dealt with promptly, fairly, and constructively
- No one will be disadvantaged, penalised, or discriminated against for raising a complaint
- All feedback will be treated with respect, confidentiality, and impartiality
- Investigations will be free from bias and focus on facts and resolution

We are committed to fair treatment for all, regardless of age, gender, race, disability, religion, sexual orientation, or background.