



FORUM **F**OR **S**USTAINABLE **N**EW **V**ENTURE

Compliments and Complaints Policy

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| Lead Responsibility | Operations and Compliance Director | Approved by | Director |
| Version | 1 | Reviewed | July 2024 |
| Policy applicable to | All Stakeholders | Date of next review | July 2025 |

Compliments and Complaints Policy
Email: enquiries@forumapprenticeships.com
Phone: 01322912303
Website: <https://forumapprenticeships.com/>



 Education & Skills
Funding Agency

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Policy Statement

Forum For Sustainable New Venture (FFSNV) trading as Forum Apprenticeships is committed to offering a quality and customer orientated service, and feedback from employers and learners on any issue will be most welcome. We will contact the complainant within 3 working days of receiving the complaint by either phone/email or letter to acknowledge the complaint.

Forum Apprenticeships encourages all complaints to be dealt with informally, and if this is not possible it will be progressed to a formal process.

One of the cornerstones of our organisation is the maintenance of great quality training. We do not just sell training; we help our learners develop their career. As a result, we respond to our learners' issues and dissatisfaction promptly and with due care.

Therefore, it is important to us to ensure that:

- Making a complaint is straightforward and painless.
- All complaints are recorded as such and are treated seriously - whether it is made in person, by telephone, by letter, text, social media, or by email.
- Complaints are dealt with promptly, politely and, where appropriate, informally.
- We will always give our customers the option for determining how they will like their response, e.g. by telephone, letter, email etc. Complaints are learnt from and used to improve services.

Purpose

The Compliments and Complaints Process is to encourage an open and transparent approach to the management of both complimentary and critical feedback. This is applied to the full range of services provided by Forum Apprenticeships.

Forum Apprenticeships strives to provide the best quality of learning and services that meet or exceed expectations of learners and users. Forum Apprenticeships promotes a culture that is responsive to feedback, whether complimentary or critical. Comments about our services are actively encouraged and acknowledged as a valuable source of information that we can evaluate and use to improve the quality of our provision to learners and other users.

Occasionally services fail, and this can lead to customer dissatisfaction, we seek to address and resolve all complaints within a specified period, in a manner that is supported by clear and accessible procedures that ensure thorough investigation and fairness. Likewise, we seek to identify what has worked well, to enable spreading of good practice and reward staff. This is recorded within this policy as a compliment.

In addressing issues that may give rise to complaints, complainants are strongly encouraged to resolve the matter informally with appropriate members of staff. It is the Forum Apprenticeships experience that good communication between concerned

members of staff can frequently stop minor issues from developing into major ones and can avoid the need for the time and difficulties associated with formal investigations.

It is the responsibility of all staff to take action to deal quickly with issues or concerns as they arise, to communicate with others as needed, and discuss matters with their line managers before recommending that individuals follow the formal compliments and complaints procedure.

Forum Apprenticeships recognises that there may be aspects of its operations that exceed or fall short of its requirements. Its aim is to identify areas of success, to share that good practice and reward appropriately. Alternatively, dissatisfaction should be managed as quickly as possible to improve the quality of service provided.

Scope

All learners who study under Forum Apprenticeships will fall under the scope of the policy.

This policy covers areas of Forum Apprenticeships activities where an individual has a complaint arising from their learning experience.

The Policy should not be used where an issue is covered by any other Forum Apprenticeships policy. In such cases learners will be advised and directed to the appropriate policy e.g., Behaviour Policy, Bullying and Cyber-Bullying Policy, Appeals Policy, and Safeguarding and Prevent Policy etc.

Objectives

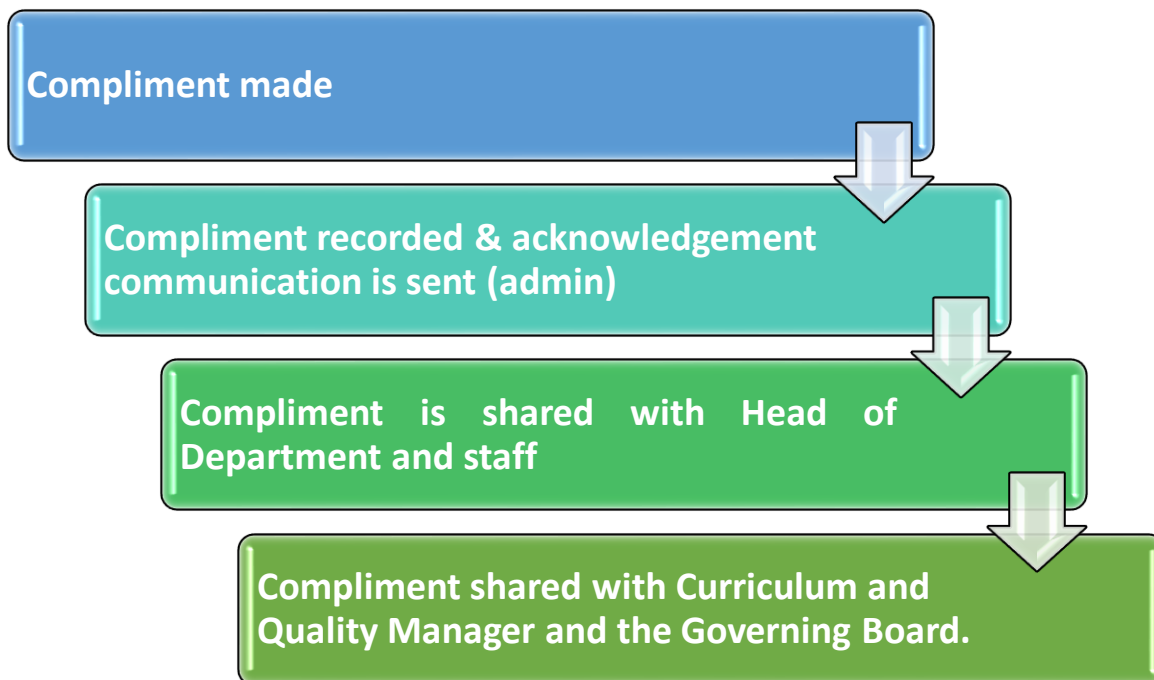
The objectives underpinning this policy are as follows:

- To Recognise and collect complimentary feedback in a formal and structured way
- Encourage complainants to resolve their dissatisfaction through open and informal procedures in the first instance
- Provide clear procedures for users of the Service to raise their comments in a way that is free from intimidation and excessive bureaucracy
- Ensure that staff are provided with the necessary guidance and skills to handle compliments and complaints effectively and appropriately, in accordance with the procedures
- Ensure that the complainant is advised of the outcome of their complaint within the specified timeframes
- Offer guidance and support to complainants with making their complaints and any subsequent appeals

How To Send Compliments

Please send your compliments through to feedback@forumapprenticeships.com. Here your feedback will be recorded and shared with the staff member or service team you want to thank. This will be shared with the Curriculum and Quality Manager as part of routine reporting. This informs our quality assurance framework and is reported routinely to the Governing Board. Forum Apprenticeships will respond to all compliments.

Compliments Process



What is a complaint

The term “complaint” means a communication to Forum Apprenticeships in which a person expresses dissatisfaction with a particular situation.

A complaint may relate to, for example:

- A failure to provide a service
- Inadequate quality or standard of service
- Wrong information about our programmes
- The quality and availability of facilities and learning resources
- Accessibility of assessment
- The behaviour of a member of staff.

The investigating officer

- Record your complaint.
- Acknowledge your complaint within five working days of receipt.

- Investigate the issues you raise – this may involve discussion with you.
- Write a response to you within fifteen working days of acknowledgement of your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint.
- Where issues take longer than fifteen working days to investigate, you will be kept informed on the progress of the investigation, and a new deadline for the response will be given. The response will state whether the complaint has been upheld, rejected, or partially upheld.

Your complaint will be shared with the Curriculum and Quality Manager as part of routine reporting. This informs our quality assurance framework and will be reported routinely to the Governing Board.

Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be kept within our platform (it will be classed as closed).

In all responses to formal complaints, the complainant should be informed of their right of appeal, and how to do so **and within what timescale**, if they so wish.

Complaints Procedure for Apprentices and Non-Apprentice Students

Stage 1: Informal Discussion

- **Action:** Discuss your complaint informally with your tutor or the FFSNV administration and support team as the first point of contact. We aim to resolve the situation promptly at this stage.
- **Timescale:** Within 24 hours.

Stage 2: Formal Written Complaint

- **Action:** If you are not satisfied with the resolution from Stage 1, submit a formal written complaint to FFSNV. Email your complaint to: enquiries@forumapprenticeships.com, ensuring the word 'Complaint' is in the subject line for prompt attention.
- **Timescale:** You will be contacted within 5 working days to discuss your complaint and work towards a resolution.

Stage 3: Escalation to FFSNV Director

- **Action:** If the issue remains unresolved after Stage 2, inform us to escalate your complaint to a FFSNV Director.
- **Timescale:** The Director will review your complaint and any actions taken to date. You will be contacted within 5 working days with the results of this investigation.

Stage 4: External Review

- **Action:** If you are still dissatisfied with the internal process results, you may contact the relevant external body, such as AAT, ACCA, NCFE, ESFA, or Ofsted, depending on your issue.

Contact Details:

Compliments and Complaints Policy
Email: enquiries@forumapprenticeships.com
Phone: 01322912303
Website: <https://forumapprenticeships.com/>

NCFE - <https://www.ncfe.org.uk/customer-and-learner-support/contact-us/making-a-complaint/>

AAT - www.aat.org.uk/about/help-and-support/complaints/aat-service

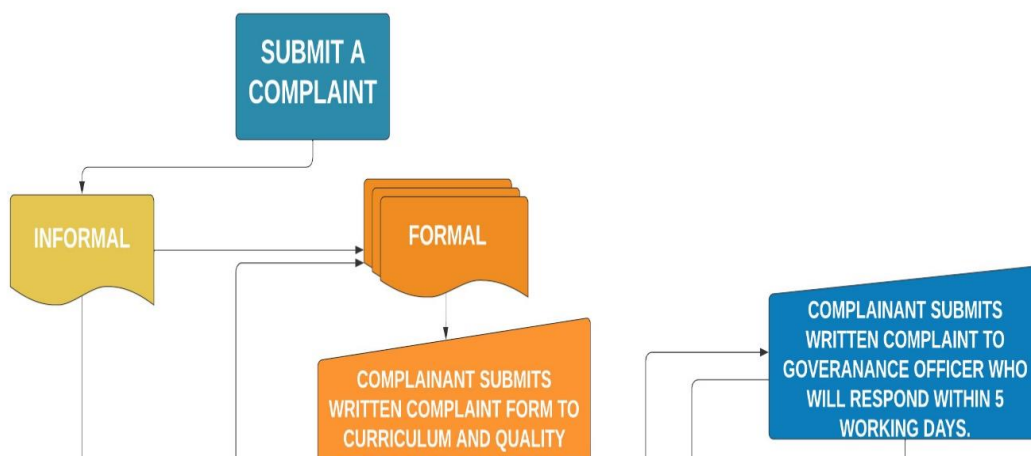
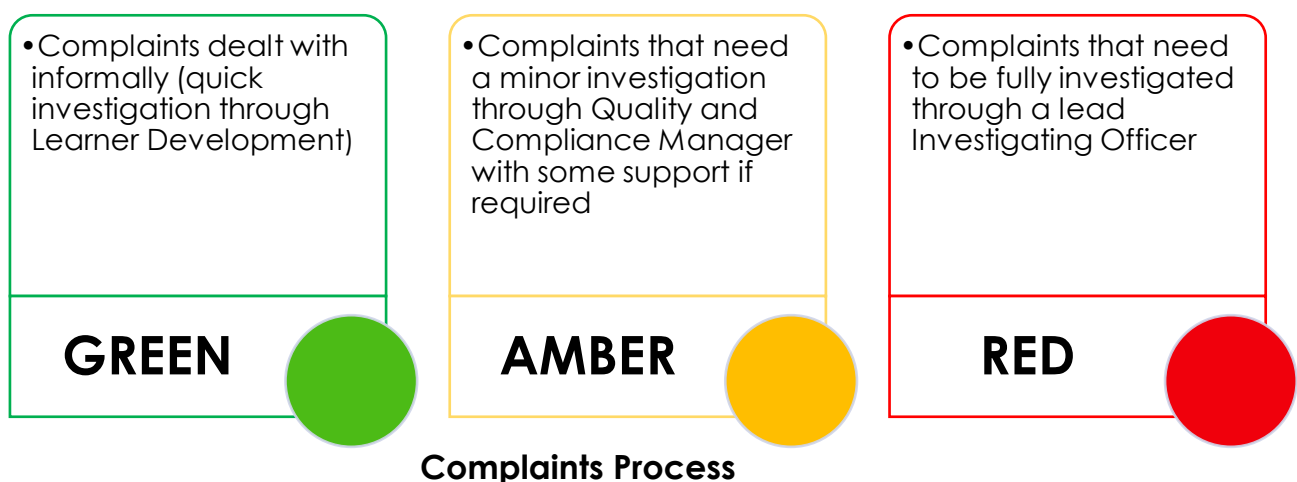
ACCA - www.accaglobal.com/uk/en/footer-toolbar/contact-us/unhappy.html

ESFA - www.gov.uk/complain-further-education-apprenticeship

Closure of Complaints

Forum Apprenticeship will deem a complaint closed if a request for appeal (see Appeals Policy) is not received **within 10 working days** of the date of the letter the outcome of the original complaint. The closure will not be reversed. Closure does not affect your statutory rights to submit a petition to external agencies, other regulatory bodies, or a court of law.

RAG rating Complaints



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Monitoring and Review

The policy will be monitored through monthly monitoring reports, the self-assessment process and reviewed every year. If any major changes are made before the next review date, this policy will be updated accordingly.

Updated Policy Communication – Updated policy contents will be shared with all the staff during the departmental/Team meetings. Staff constantly to refer to the policy while performing their normal duties and reading about the latest updates

Review of Policy

This policy was last reviewed in July 2024. The next review date is July 2025, and this will be completed, reviewed, and signed off by the Operations and Compliance Director.

Policy Reviewed

Director's Name: Peter Langley



Director's Signature

Date: 10/07/24