



recruitment
education & training

Compliment and complaints

Policy

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1. STATEMENT OF POLICY

JM RET Ltd is always looking to improve on what it provides, and all comments, compliments and complaints help us evaluate and improve our service. This policy aims to provide a clear framework to help any person who has experienced dissatisfaction with JM RET Ltd services to articulate their concerns, for periodic feedback in specific areas of service delivery and to help JM RET Ltd respond effectively.

2. COMPLIMENTS AND COMMENTS

If you would like to offer constructive feedback to help us improve our service or let us know what we are doing well, you can contact the Head of Training using any of the methods below:

By Post: JM RET Ltd
Gibraltar House
Kelvin Road
Wallasey
CH44 7JW

By Email: alison@jmet.org.uk

By Phone: 0151 609 1193

3. COMPLAINTS PROCEDURE

A complaint is an expression of concern or dissatisfaction with the services provided or actions taken by the organisation. This procedure applies to all learners, parents or carers, employers and stakeholders. Complaints should be handled in a professional non-confrontational manner.

Informal Approach to resolving complaints

- Talk through the issue with the appropriate member of staff to find an informal way to resolve the problem, within 6 weeks of the action or loss of service that you feel has adversely impacted on you.
- If the member of staff is unable to resolve the issues, it will be referred to the team leader or manager. Relevant managers will be involved as required in dealing with the complaint.
- If the complaint is about a particular member of staff it is a requirement that the member of staff is made fully aware of the complaint and the identity of the complainant as soon as possible, except in circumstances that will always be communicated to the Director of Training.
- Complaints made directly to the Director of Training who will also follow this initial procedure.
- The person dealing with the complaint will investigate; in the first instance one of the following outcomes is possible:
 - The complaint is not upheld

- An amicable solution is found that is suitable to both parties
- If some, or all, of the complaint is justified appropriate measures are taken
- The complaint is found to be sufficiently serious to warrant direct referral to the formal stage

Formal Approach to Resolving Complaints

If the informal approach does not resolve the matter, you may make a formal complaint, which should be an email to the Director of Training alison@jmet.org.uk Except where the complaint is directly against the Director of Training in which case it should be put in email to the Operations Director. Complainants must identify themselves in order that a complaint can be investigated.

Management will investigate the complaint and will make one of the following decisions:

- The complaint is not upheld
- An amicable solution is found that is suitable to both parties
- If some, or all, of the complaint is justified appropriate measures are taken

Response times to Complaints

All complaints, whether informal or formal, will be dealt with as quickly as possible. In the case of formal complaints to the Director of Training and informal complaints received by any member of the senior management team, JMRET commits itself to an initial response in writing within 21 days, followed by a furthermore detailed response, if appropriate.

4. APPEALS

If the complainant wishes to appeal against the decision made by the Directors, the complainant can take the issue to an appeal panel only in the following areas:

- Quality (e.g. standards of service, guidance, resources)
- Unreasonable action or JMRET not doing its job properly

Appeals are not possible for complaints if:

- They fall outside the areas set out above
- There is a more appropriate form of complaint or redress (e.g. a complaint to an exam board)
- The issue is subject to legal proceedings

The appeal panel will normally consist of up to 3 independent members and will not involve any person who may have already been involved at an earlier stage.

The complainant has the right to be represented by a friend. If the friend is a legal representative, JMRET should be informed of this before the panel meets. 14 days' notice will be given of an appeal hearing.

Each party is given the right to make a statement and ask questions.

The decision of the panel is binding on all parties, who must be informed of the outcome as soon as possible and within 14 days of the hearing.

5. TAKING A COMPLAINT FURTHER

Should the complainant remain dissatisfied, they may seek legal advice from the appropriate body or contact the ombudsman. This does not affect statutory rights.

6. COMPLAINTS THAT ARE FRIVOLOUS OR VEXATIOUS

If a complaint is considered to be frivolous or vexatious, it may be rejected. If this is the case, the Director of Training will write to the complainant within 10 working days of the rejection, outlining the reasons for rejecting the complaint.

Learner/Apprentice complaints that are found to be vexatious may result in disciplinary action.

7. MONITORING AND REPORTING

The Director of Training will ensure that adequate records are maintained of the complaints handling process.

The Head of Training will produce an annual report of complaints received to include the outcome of investigation, lessons learned and actions taken. The annual report will be submitted to the Board of Directors.