



## Complaints Policy and Procedure

KEITS Ltd. is always keen to hear suggestions for improving our service. We also want to discuss any concerns you may have and if you think something is wrong, we want to address your concerns. All suggestions, concerns, complaints and compliments are recorded by KEITS Ltd. This helps improve the quality of KEITS Ltd. services and ensures that all staff maintain the highest level of professionalism. The policy and procedure for dealing with complaints are detailed below and we aim to ensure that wherever possible, a resolution is found to a problem quickly and fairly.

### Data Protection & Confidentiality

Complaints and all information relating to the complaint will be treated in confidence in line with KEITS Data Protection/GDPR Policy. All information will only be shared with key KEITS Ltd. employees who need to be involved in handling your complaint. Any written material will only be viewed by key personnel and records will be maintained in accordance with our Data Protection Policy, provided it does not breach confidentiality or any individuals' rights to privacy under the DPA 2018 or GDPR.

### What to do if you have a complaint about a KEITS Ltd. staff member or someone associated with KEITS Ltd.

Raise your complaint directly with the member of staff or the person concerned and explain your concerns. They should listen and if there is a simple solution, they should try to put it right immediately. If you would prefer, raise your complaint with someone who is not directly involved with the situation such as a member of the Senior Management Team. You should ask them to make sure that the complaint is recorded, that action is taken and you are kept informed of the outcomes.

### Public Disclosure Information Act 1998

This Act is aimed at protecting individuals who make certain disclosures of information in the public interest and allows such individuals to bring action in respect of victimisation or malpractice, without retribution from employers or colleagues. Such retribution may include bullying, harassment, dismissal or being passed over for promotion. KEITS Ltd. will always endeavour to abide by this legislation and would encourage internal 'whistle blowing' to appropriate senior management as a first step.

### Policy for dealing with complaints

All complaints will be taken seriously, and we aim to respond to all concerns and complaints within two working days and to have answered or resolved questions/concerns within seven working days. Complaints may be made to whoever is appropriate, depending on the nature and severity of the complaint. Please see suggestions below for guidance as to who would be best placed to deal with your concern most effectively:

<b>Person with Complaint</b>	<b>Complaint against</b>	<b>Nature of complaint</b>	<b>KEITS contact</b>
Employer	KEITS Ltd. Training Consultant (TC)	Training & Assessment procedures or decisions	Sector Leads / Heads of Operations
Learner/parent	Employer	Employment related	Sector Leads / Heads of Operations
Learner/parent	Employer/ or other employees	Bullying/harassment/etc.	Designated Safeguarding Officer or Lead
Employer/learner/parent	KEITS Ltd. TC	Training & Assessment procedures or decisions	Sector Leads / Heads of Operations
KEITS Employee	KEITS Ltd. Employee	Bullying/harassment Poor practice	Heads of Operations / CEO
KEITS Employee	KEITS Ltd. Senior Management Team member	Bullying/harassment Poor practice	CEO

Complaints by stakeholders may be made to the Training Consultant, or to head office personnel if more appropriate, where it will be referred to the most appropriate person depending on the nature of the complaint. Complaints/allegations between KEITS Ltd. employees will be investigated independently and impartially by the most appropriate personnel, according to the advice provided above. Lines of complaint will be detailed within the procedure identified below

Complaints may be made in writing or verbally, but they will be recorded and tracked electronically to ensure that an auditable trail may be followed and that appropriate actions within the agreed timescales are followed and in accordance with our Data Protection Policy. This will also enable evaluation of complaint handling to be undertaken which will feed into our quality improvement cycle.

Complaint handling will be monitored by KEITS Ltd. Head of Compliance, supported by the members of the Senior Management Team and our policy and procedure will be monitored annually to ensure that they are fit for purpose.

## **Procedure for Dealing with Complaints**

Details will be recorded by the person receiving the complaint and will be passed to the appropriate person identified in the table above, following the agreed procedure. Whoever handles the complaint will contact the appropriate Line Manager, who will update the complaint log and ensure that the complaint is handled in a timely manner.

Complaints taken at head office; will be taken to a member of the senior team within the office who will refer to the appropriate person, the appropriate Line Manager will ensure that the complaint log is updated and managed within the agreed timescales.

Complaints made to KEITS Ltd. TC's; will be recorded and referred to their Sector Lead, who will refer to the appropriate person and the appropriate Line Manager will ensure that the complaint log is updated and managed within the agreed timescales.

Complaints made regarding KEITS Ltd. members of staff, will be recorded and dealt with as per the table above.

## **What happens next?**

The complaints procedure is in three stages.

### **Stage 1: Looking for a Solution**

Wherever possible KEITS Ltd. aims to put things right straight away. If this is not possible, you will be contacted within 7 working days to discuss the problem and how to resolve it. Normally finding a solution should take less than 14 days. If it is likely to take longer, you will be informed of the timescales and the reasons for it. You will be kept informed of progress. If you are not satisfied, or the complaint is very serious, the complaint will enter the second stage of the process - Making it Formal.

### **Stage 2: Making it Formal**

If Stage 1 has not resolved a complaint to your satisfaction, it will move to Stage 2. You may decide that you want to make a formal complaint straight away, but generally it will be easier to try to resolve it more informally first. To make a formal complaint, you can speak directly to a member of the Senior Management Team. When a complaint becomes formal, an investigation is arranged and a member of the Senior Management Team, independent of the situation, will undertake the investigation. The investigator will discuss the complaint fully with you and consider your views. The investigator will recommend to the Chief Executive any action that needs to be taken and you will be contacted personally about this. A record will be made of whether you are satisfied with the outcome. If you are still not satisfied you can ask for an Independent Review – Stage 3.

### **Stage 3: Independent Review**

If you are not happy with the outcome of a formal complaint, you may ask for a review by the Independent Chair of KEITS Ltd. Governance Board.

## Complaints Procedure Form

<b>Name of complainant &amp; contact details (phone, e-mail &amp; address)</b>	
<b>Name of Employment location</b>	
<b>Name of person that the complaint is against</b>	
<b>Date</b>	
<b>Nature of the complaint</b>	
<b>Method of communication of complaint</b>	
<b>Who the complaint has been referred to</b>	
<b>Interim response (within 2 working days)</b>	
<b>Considered response following investigation (within 7 working days)</b>	
<b>Action to be taken</b>	
<b>Follow up activity</b>	
<b>Review and evaluation of complaint</b>	
<b>Further action</b>	

Location	Title	Responsibility	Date Created	Version/Update	Review Date
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