

Complaints and Appeals Policy



Introduction

Tigerlily Training is committed to providing a high-quality experience to all its clients, through its teaching and its range of professional services. It encourages a positive environment in which informal contact and feedback from learners is welcomed and where complaints can be dealt with effectively.

Tigerlily's Complaints & Appeals Policy outlines the processes to be used when a learner, client or third party raises a concern about any issues relating to **Tigerlily Training's** activities. This Policy is available / accessible on our website.

Policy Aims

- To provide a clear framework to help anyone who is not satisfied with **Tigerlily** services to raise their concerns and to ensure that **Tigerlily** responds effectively
- To ensure that **Tigerlily** has systems in place to implement improvements as a result of a complaint
- To encourage prompt resolution at an early informal stage
- To ensure that all complaints are dealt with seriously, fairly and sensitively, with no prejudice or victimisation of a complainant
- To raise awareness of the policy and procedures and ensure that staff understand the processes through appropriate training
- The aim of this policy is to provide protection and resolution for learners, customers, stakeholders and any other audience seeking to complain or appeal against an action taken by **Tigerlily Training** or one of its representatives
- This Policy outlines the steps the complainant needs to take and how the complaint will be dealt with and resolved. It also outlines how complainants may appeal against a decision they are unsatisfied with
- **Tigerlily Training** staff & trainers need to be particularly aware of the details within this policy – as do complainants prior to making a complaint or appeal

Policy Scope

This document should be used by anyone who wishes to formally complain about our services, including learners, clients, trainers and other stakeholders, including staff & subcontractors.

Third parties with a close connection to a learner and wishing to complain on the behalf of the learner, must produce written agreement from the learner that they can act on their behalf.

Definitions

A complaint is an expression of dissatisfaction by one or more persons about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. They also encompass requests for services or changes to services, comments and suggestions, focus groups and questionnaire feedback and assessment.

Disciplinary appeals are not considered as complaints and therefore do not fall within this process.

Roles and Responsibilities

- All formal or informal complaints are passed immediately to **Tigerlily's Quality Director** or in their absence to a Company Director
- **The Quality Director** is responsible for receiving & reviewing all complaints and is responsible for logging and monitoring the complaints in accordance with the procedures outlined below
- **All frontline Tigerlily staff & trainers** have a responsibility to record complaints, treat them seriously and to forward them to the Quality Director
- **All complaints will be dealt with promptly** and within the time-lines outlined below
- Complaints relating to the quality of a training venue are included in this process
- **The Quality and Company Directors** have a responsibility to take a lead role in resolving complaints, through investigation (when appropriate) and responding to the complainant. This will most likely require assistance from key/relevant staff as required
- **A formal appeals process is available to all complainants**

Confidentiality

All complaints will be handled sensitively and with discretion. If a learner makes a complaint against a member of the training team, that member of the training team must be informed about the substance of the complaint so that they are in a position to make a response. If, in exceptional circumstances and for justifiable reasons, a complainant wishes to remain anonymous from the individual about whom the complaint is made, this may be considered, for example in cases of harassment.

Tigerlily will not normally investigate anonymous or malicious complaints.

Complaints and Appeals Procedures

1. Informal Complaints

- 1.1 It is hoped that most complaints can be dealt with 'Informally'
- 1.2 Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than three months after the incident. If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive at an agreed resolution
- 1.3 If a learner reports a fault with a training venue (e.g. dirty floor, broken furniture etc.) the tutor should report this back the Training Manager who will aim to resolve the issue or escalate the issue to the Quality Director
- 1.4 At this informal stage, complaints may be made in person, by phone or by email
- 1.5 All informal complaints, even when satisfactorily resolved, should be forwarded to the Quality Director to be logged and reviewed within Tigerlily's quarterly review process

2. Formal Complaints

Where complaints are serious or the matter has not been resolved informally, the Complainant should raise a formal complaint (within 3 months following the incident) under the following procedure.

- 2.1 **Filling out a complaints form:** All complaints must be submitted to **Tigerlily Training** (along with any supporting evidence) via a **Tigerlily Training Complaints & Appeals Form** (see example attached) downloadable from our website: www.tigerlilytraining.co.uk
- 2.2 All complaints received directly by a member of the training team or frontline staff should be passed on immediately to the Quality Director or in their absence, the Company Director
- 2.3 **Acknowledgment:** The Quality Director will acknowledge the complaint or appeal within **5 working days**, stating who will be investigating the complaint and that a response will be provided within **20 working days**. Certain (exceptional) cases may take longer than 20 working days to review, in which case the Complainant will be notified and a revised time scale provided
- 2.4 **Logging the complaint:** The Quality Director maintains a LOG of all complaints and their progress within **Tigerlily's** CRM System
- 2.5 **Investigation of the complaint:** The Quality Director will initiate the investigation. During this stage the complainant may be contacted for further information or invited to meet the Quality or Company Director. Witnesses may be invited to record in writing their experiences and version of events as necessary.
- 2.6 **Resolution:** The Quality Director will consider the complaint thoroughly and will make a judgement based on the evidence gathered and will decide to:
 - Dismiss the complaint as unfounded, giving reasons
 - Uphold or partially uphold the complaint, propose an amicable settlement, take appropriate steps to address the issue and to avoid a similar problem arising in the future
 - The investigation outcome will normally be communicated to the Complainant by the Quality Director who will record and retain copies of all correspondence
- 2.7 **Quality Improvement:** The Quality Director will collate the details of all complaints & appeals and report these to the Company Director via the quarterly management review process or sooner if required. Relevant remedial action will be taken to change procedures or implement staff training to prevent recurrences of the complaint.
- 2.8 **Monitoring the complaint:** The Quality Director will monitor all logged complaints to ensure they are resolved within the allotted 20 working days. The Quality Director will notify the Complainant if **Tigerlily** are unable to meet the agreed timescale and will provide full details of the reason why and the new timescale to be followed. This will only be required in the most exceptional circumstances
- 2.9 **Evaluation:** A record of complaints, appeals and outcomes will be recorded on **Tigerlily's** Complaints Log database. These will be analysed, summarised and may be presented to relevant departments/functions to ensure actions are carried out to address the issues raised and training provided if required

3. Appeals

- 3.1 If the Complainant is dissatisfied with the response they receive as an outcome of the investigation, they may appeal to **Tigerlily's** Company Director (within 20 working days of the date on the response letter or email)
- 3.2 The appeal should be made in writing stating reasons for the appeal and any action they are seeking
- 3.3 The Company Director will investigate the complaint and decide to:
 - Uphold the original decision/dismiss the complaint as unfounded
 - Uphold or partially uphold the complaint, recommend appropriate steps to be taken to address the issue and to avoid a similar problem arising in the future
 - Invite the complainant to attend an appeals hearing
- 3.4 A written notification of the result of the appeal will normally be sent within 20 working days of **Tigerlily** receiving the appeal, or within 28 working days of an appeal hearing
- 3.5 The decision of the Company Director is final

If you require assistance completing this form, please call us on **0300 3020 999**

Section 1: Personal Details

Your Name:		Email:	
Date:		Phone:	
Address:			
Course Attended:			
Declaration: <i>I have read and understand Tigerlily Training's Complaints & Appeals Policy and Procedures</i>	Signature: Date:		
Have you raised this issue informally? (please circle) If 'YES', please provide details of the outcome:	Y N		
Case No. (if appealing against initial ruling):			

Section 1: Personal Details

Please provide details of your Compliant or Appeal, including locations, events & issues involved:
How would you like this Compliant or Appeal to be resolved:

GUIDANCE NOTES

How to Make a Complaint or Appeal

The Complaints & Appeals Form enables you to make a formal complaint about any issues relating to Tigerlily Training's products, services and/or representatives. If you only wish to provide feedback on our services (comment, compliment or make a suggestion) or wish to make an informal complaint, please email hello@tigerlilytraining.co.uk or call us on **0300 30 20 999**

Making a Formal Complaint

If you are significantly dissatisfied with any aspect of Tigerlily Training's service or the behaviour or performance of one of its representatives, please fill in the attached Complaints & Appeals Form and return it via e-mail to:

hello@tigerlilytraining.co.uk

Alternatively, please post it to:

Tigerlily Training, Unit 2 Danworth Farm Business Park, Cuckfield Road, Hurstpierpoint, BN6 9GL

You will receive an acknowledgement within 5 working days, and following an investigation into your complaint, we will send a full response within 20 working days of receiving your complaint (unless informed otherwise).

How to Appeal

If you are dissatisfied with the response you receive to your complaint, you may (within 20 working days of the date on your response letter or e-mail) appeal to the Company Director in writing, stating your reasons and any actions you are seeking. You will be notified in writing of the result of your appeal (normally within 20 working days of receiving your appeal). The decision of the Company Director will be final and no further correspondence entered into.

Policy/Process Review Date

This policy/process is reviewed every 12 months with the next review date being:
30 November 2019

Policy Sign-Off



Amber Jones - Quality Director Tigerlily Training

Date:

Tigerlily Training Ltd
Unit 2 Danworth Farm Business Park,
Cuckfield Road,
Hurstpierpoint
BN6 9GL

