

## Document details

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<b>Applicability:</b>	This policy applies to all services delivered via One Academy.
<b>Summary:</b>	This policy details Northern Apprenticeships strategy for actively seeking, responding to and learning from the complaints and compliments received about our service from our customers.

## DOCUMENT CONTROL

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### Version history

Version	Date	Reason for release/version update	Issued by
ISSUE V1	01/07/2018	Document Creation	Edyta White
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### Document approval

Job Role	Name	Date approved
	Gavin Deane	18/12/2018

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## 1 INTRODUCTION

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Having a positive attitude to both complaints and compliments about our services is vital to creating a team culture that will enable us to achieve our strategic framework's strategic aim of:

### *Attaining excellence, reaching new heights*

Empowering our staff to feel able to share complaints, issues and compliments as part of a formal process without fear of blame, based on a strong understanding that by being positive about dealing with them we can focus on creating great experiences and services that make for happy clients. If we have an attitude to complaints and compliments where our clients can see that we are accountable, that we take ownership and lead all our actions with honesty, discipline and integrity we ensure we make our clients feel that their opinions on our services are valued and appreciated.

## 2 OBJECTIVE

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### Complaints and issues

We view complaints as an opportunity to put things right for the person that has made the complaint as well as an opportunity to learn and improve. The way we respond to an unhappy customer will determine how they view our business and what they say about us for a long time to come.

The objectives of our complaints process are to:

- Capture all complaints, resolve them, learn from them.
- Make sure we really listen so that the complainant feels heard
- Do all we can to reach a resolution that recognises what matters to the complainant
- Do all we can to delight an unhappy client to change their perception and exceed their expectations
- Damage control – protect our reputation and our brand by dealing effectively and swiftly
- See complaints as an opportunity to learn lessons and improve

We view compliments as an opportunity to recognise and learn from what we do well and to celebrate and recognise when we provide a great service to our customers. Taking the time to identify and recognise our strengths and the positive impact they can have on our clients is an equally valuable mechanism for learning lessons.

The objectives of our compliments process are to:

- Capture all compliments, acknowledge them, learn from them, share best practice.
- Celebrate what we do really well that our client value and appreciate.
- Find ways for our staff to recognise and take pride in the great services they provide.

### 3 RESPONSIBILITIES

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All staff	It is the responsibility of all staff within Northern Apprenticeships to make sure they respond to complaints and compliments in line with the guidance provided through the procedure that supports this policy.
Business Support	<p>It is the responsibility of the business support to lead on the role of complaints and compliments investigation and review.</p> <p>For complaints, they will manage the relationship with complainant, co-ordinate any actions with teams and individuals to reach a resolution, manage follow-up to ensure the complaint has been closed effectively and carry out a route cause analysis to identify and share lessons that can be learned to drive forward improvements.</p> <p>For compliments, they will manage the review to identify best practice and ensure mechanisms are in place to share across the team.</p>
Apprenticeship Manager	<p>Delivery</p> <p>Will be responsible for reviewing the outcomes and effectiveness of this policy and associated procedures and ensuring reporting mechanisms are in place to share with Senior Management Team on a monthly basis.</p> <p>Will be responsible for ensuring lessons learned and best practice are acted upon.</p>
Head of Service	Has accountability for ensuring this process is implemented, embedded and followed.

### 4 PROCEDURE

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#### Complaints

All staff will be encouraged to make sure all complaints are recorded and passed to the appropriate team members.

All staff will be given guidance on how to acknowledge a complaint, how to record details of the complaint and how to escalate to the appropriate team members using the correct documents and means of communication.

A complaints and compliments email will be linked to the business support team and can be used to promote this policy to clients. This email will also be used by team members to inform of complaints taken.

Business support will own the relationship with the complainant and will carry out an appropriate independent investigation to reach a resolution. All complaints will be followed up to ensure that the complaint has been resolved in the longer term and to ensure the complainant feels valued. A critical part of the performance coach's role will be to reflect on the causes of a complaint and to carry out a route cause analysis. This will generate suggested improvements to reduce the risk of the same type of complaint reoccurring and may provide lessons to be learned and shared. Detailed reporting mechanisms will be in place to ensure accurate and timely reporting of complaints and resolutions.

The Apprenticeship Delivery Manager will review the process to ensure it is effective and ensure that reports on complaints and resolutions are shared with Northern Apprenticeships SMT according to the agreed schedule.

### Compliments

All staff will be encouraged to make sure all they actively share any compliments they receive regarding their own service or that of colleagues or the team.

All staff will be given guidance on how to share details of the compliment and how to escalate to the appropriate team members using the correct documents and means of communication.

A complaints and compliments email will be linked to the business support team and can be used to promote this policy to clients. This email will also be used by team members to inform of compliments taken.

Business support will review the compliments received to identify examples of good practice and to evaluate how these can be applied / adapted / shared to ensure improvements across the department. Detailed reporting mechanisms will be in place to ensure accurate and timely reporting of compliments and outcomes.

The Apprenticeship Delivery Manager will review the process to ensure it is effective and ensure that reports on compliments are shared with Northern Apprenticeships SMT drawing attention to areas that need to be acknowledged and lessons that can be shared.