

# COMPLAINTS PROCEDURE

## Introduction

Our aim at JP Enterprises is to provide you with an outstanding service in all areas of our provision.

Most people who use JP Enterprises' services and facilities do not experience any problems. However, we recognise that sometimes things can go wrong, and when it does, we would like to know about it in order that we can put it right.

The aim of the complaint's procedure is to give you a quick, but thorough response that answers all your concerns properly. The Company annually reviews the number and nature of all official complaints, department by department. The monitoring and review of complaints contributes to our self assessment process which leads to ongoing improvements of our customer services.

## Examination Appeals

For delegates, a separate procedure exists for those who feel they have been disadvantaged or unfairly classified in an examination. Such appeals must be made via the Company. Any delegate who wishes to appeal should first consult their Course Tutor.

Where complaints about examinations procedures that are undertaken for an external Body, the complaint/s will be referred to that body.

If you would like to make a complaint, please see section entitled Complaints Procedure.

## Complaints Procedure

Who can complain?

Anyone who uses, or has used, the Company's services and facilities. This can be a client, delegate, or a visitor to the Company.

What can I complain about?

You can make a complaint about any aspect of our services including teaching and training, support services, advice and guidance and Company facilities. You can also complain if you feel you have been treated unfairly or inappropriately. If you feel that the service, you have received does not meet your expectations then you should follow the procedures below.

How do I make a complaint?

Before you make a formal complaint, it is always a good idea to try and resolve the issue informally, which is why we ask you to follow stage 1 (informal discussion) before making a formal complaint.

If you feel that you lack the confidence to make a complaint you can talk to a Tutor. He/She will listen to your complaint and help and support you in developing the skills and confidence to deal with your complaint.

## Stage 1 (Informal Discussion)

If you are a delegate, you may be able to resolve your concerns informally by talking to a Tutor regarding course.

If you are a client, visitor or prospective delegate you may be able to resolve your concern informally by asking to talk to an appropriate company member.

Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issues. No record of your concern will be kept at this stage.

## Stage 2 (Formal Complaint)

If you feel that your concern has not been resolved at the informal stage, you may make a formal complaint in writing to the Company within 28 working days of said concern.

You should use the formal form which can be obtained from Companies Office <sup>(1)</sup> or Contact Us page on our Internet site <sup>(2)</sup>.

On receipt of the formal complaint the following steps will be taken:

- The Company will log your complaint and send you an acknowledgement of the complaint within 5 working days.
- The Company will refer your complaint to an appropriate Partner who will investigate your complaint. This will involve discussing the complaint with all relevant people. (If your complaint is against one person, they will be issued with a copy of it).
- The Partner will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage, it will be logged, and you will be sent a letter outlining the action taken.
- Where the issue cannot be resolved in the first instance the Partner and one other member of the Company will meet with you to hear your complaint.

If you wish to do so, it is your right to bring someone to the meeting with you to offer support. This could be a delegate mentor, a friend, or family member. Every effort will be made to ensure that this meeting takes place within 15 working days of receipt of the original complaint.

- The Partner will also hear the views of other people concerned with the complaint.
- You will be written to within 5 working days of the meeting, outlining any action to be taken.
- A copy of the proceedings will be submitted to the Company

What if I am still unhappy?

If you are not satisfied with the outcome of stage 2, you can move onto stage 3 of the complaint's procedure.

## Stage 3

In the event that you remain dissatisfied with the outcome of your complaint at stage 2, your complaint can be passed a Senior Partner for final internal review. You should make your request for a stage 3 review of your complaint, specifically outlining the reasons why, within 15 working days of receiving the outcome of the stage 2 investigation. Request for reviews received later than this will not normally be considered.

Requests to review the outcomes of stage 2 investigations will be considered in terms of whether any of these conditions are met:

- There were procedural irregularities in the investigation of the complaint or;
- Fresh evidence can be presented which was not made available to the Company Partner at stage 2 or;
- The finding of the investigation was against the weight of the evidence

If the Company Partner is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of receipt of the request for review.

## Stage 4

If you are still unhappy with the outcome of your complaint you may appeal in writing, specifically outlining the reasons why, to the Senior Partner of the

Company. You will be invited to attend a meeting with the Partners to express your appeal within 15 working days within receipt of your request.

The Partners decision is final.

(1) JP Enterprises,  
Winchester House,  
60 Sketty Road,  
Swansea,  
SA2 0LG  
01792 298850

(2) <http://hse-trainingconsultancy.co.uk> (Contact Us)

A handwritten signature in black ink, appearing to read 'John L Powell'.

For JP Enterprises  
Date; 19<sup>th</sup> November 2018  
John L Powell,  
Partner