



## Complaints Policy

### Policy

One of the main concerns of the Company is that the period of time learners spend on their training programmes are spent in a happy and pleasant environment which will result in the achievement of their learning aim.

A complaint is any expression of dissatisfaction by an individual. An individual may make a complaint if they feel SJP Driver Training has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided.
- Failed to act in a proper way.
- Provided an unfair service.

It is important that we are made aware of any problems that may arise so that it doesn't develop into a major issue. Learners should not feel that complaining will jeopardise their employment or place on the training programme. A problem cannot be resolved if no-one is aware that it exists. The aim of this policy is to ensure that there is a means for learners to highlight any issues or problems they may have. The Company also welcome positive feedback to enable sharing of good practice and aid continuous improvement. To achieve these aims we will do the following:

### Stage 1 – Informal discussions – Tutor/Assessor

- If the learner has a complaint/grievance about any aspect of their learning programme or treatment, they should discuss the situation with their tutor or assessor.
- It is anticipated that that majority of concerns will be resolved at this stage, if not progress to Stage 2

### Stage 2 – Department Manager

- The complaint/grievance to be put in writing and submitted to the department Manager.
- A response will be given in 5 working days of notification.
- If not resolved, progress to Stage 3

### Stage 3 – Operations or Commercial Director

- Written complaint/grievance to be submitted to the nominated director.
- A response will be given in 5 working days of notification.
- If not resolved, progress to Stage 4

### Stage 4 – Managing Director

- Written complaint/grievance to be submitted to the Company Chairman
- The result of the appeal will be notified within 7 working days from notification.

**Should the complainant remain dissatisfied with the outcome of their complaint they can escalate the complaint directly to the relevant awarding organisation or qualification regulator, details of which will be provided upon request.**

All Complaints and Grievances will be monitored by the HR Department and discussed at management meetings.

