

# Cliffe House Training Academy

## Complaints & Appeals Policy

Last Policy Review Date: February 2025

Next Review Date: February 2026

Created by Training Manager: Tori Doherty. Signed by Director: *Della Stocks*

This Policy summarises the procedure to be followed to process complaints received from clients regarding the quality of service delivered by Cliffe House Training Academy. The term client refers to learners, employers and assessors. We are committed to providing high quality training and qualification delivery and ensuring the equality of opportunity underpins all aspects of our work.

1. Complaints may originate from learners, employers or assessors directly or indirectly. Complaints may be received either verbally or in writing. In the first instance, they should be made to the Training Manager, Tori Doherty via email to [tori.cliffehouse@yahoo.com](mailto:tori.cliffehouse@yahoo.com) or via telephone 07720172991.
2. If the complaint cannot be resolved via an initial conversation and the client wishes to escalate the complaint further, please refer to step 3 below.
3. Each instance of complaint must be reported/directed to the relevant line manager, in the first instance Tori Doherty, Training Manager. If the complaint is in relation to the training manager, the client would contact the company Director, Della Stocks, via email to [della.stocks@sky.com](mailto:della.stocks@sky.com)
4. Upon receipt of the complaint the individual will complete the appropriate sections of a Complaints Record Form for appropriate action – the complaints form can be viewed below.
5. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 7 working days.
6. Once the complaint has been resolved the employee will complete the relevant sections of the Complaints Record Form, which will then be signed off by the Training manager.
7. The Training Manager, Tori Doherty, will be responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
8. Completed Complaints Record forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System and to monitor equality and diversity.

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## Procedure Steps:

### 1. Complaint received

- 1.1 All complaints will be treated on an individual basis and depending on how a complaint is received will dictate the appropriate course of action.

### 2. Telephone complaint

- 2.1 Upon receipt of a telephone complaint the person dealing with the call should in the first instance pass the complaint on to the Training Manager (Tori Doherty) and in the event of them being absent the call should be passed on to the most appropriate person (Sarah Johnstone, HR and Training Coordinator in Tori's absence). If neither is available, then the person taking the call should take details of the complaint and complete the Complaint Record Form. An initial conversation will deem whether completion of the complaint record form is necessary at this point or if a conversation between parties can resolve the concern.
- 2.2 The complaint form will be forwarded to the appropriate person – Tori Doherty (Training Manager)

### 3. Written complaint

- 3.1 Upon receipt of a written complaint, either postal or via email, the complaint will be forwarded to the Training Manager (Tori Doherty) who will contact the complainant by phone and an initial conversation will deem whether completion of the complaint record form is necessary at this point or if a conversation between parties can resolve the concern. If necessary, they will complete the Complaints form. In the event of the Training Manager not being available and it is known they will not be so within the next 24 hours; the most appropriate person, Sarah Johnston, HR and Training Coordinator, should then make the call and complete the Complaints form. If neither is available, the person who picked up the email should take the action to call the complainant and complete the Complaints form.
- 4. Once the complaint has been resolved the complaint form will be completed accordingly and a final letter / email sent to the complainant with the outcome.
- 4.1 Review and put actions in place as a result of the complaint to improve practice, procedures and processes.

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- 4.1 All Complaints Forms will be logged on the Complaints Register and reviewed annually to ensure strategies put in place have had the desired effect and quality assurance has improved.
- 4.2 The Training Manager, Tori Doherty, will liaise with the staff to discuss continuous improvements and identify trends. Any actions to be put into place to ensure business practices are having a positive impact on complaints.
5. Complaints Form – see below
6. In the event that the client feels their complaint has not been resolved by the Training Manager, Coordinator or Training Provider Director, you may contact Ofqual via the details below, however we ask that all other avenues are exhausted first.

**Office of Qualifications and Examinations Regulation**

Spring Place  
Coventry Business Park  
Herald Avenue  
Coventry  
CV5 6UB

**Telephone:** 0300 303 3346  
(Lines are open Monday to Friday, 9.00am to 5.00pm)

**Textphone:** 0300 303 3345

**Fax:** 0300 303 3348

**Email:** [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)

The complaints record form can be found below.

Received by:	
Company Name:	
Company Address:	
Position:	
Date:	
Ref No:	
Client Name:	
Contact numbers:	
Details of Complaint:	
Date Acknowledgement sent:	
Referred to:	
Date reply received:	
Actions taken:	
Date response sent:	
Sent by:	
Signature:	
Further Action required:	
Date Final Letter sent:	
Sent by:	
Signature:	

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