

# CUSTOMER CHARTER & COMPLAINTS POLICY



## SCOPE

In-Comm is committed to helping our customers' organisations succeed by providing professional Business and Training Services.

### **Our Core Values are:**

- We aim to exceed our customers' expectations
- We are driven by our customers' needs
- We provide customised business and training solutions to our customers
- We are flexible and willing to meet the needs of our customers
- We add value to our customers' business operations
- We offer our customers continuous practical support.
- We provide our customers with value for money
- We constantly challenge today's practices striving for continuous improvement in our service to our customers
- We seek innovative solutions to resolve our customers' problems and exploit their business opportunities
- Our customers are both internal and external

Corporate Statements provide the framework within which we all work together. The above values are held in the highest regard by our customers and are critical to our success

At In-Comm we are committed to providing high quality services for all of our customers, taking into account views and using the findings to promote and development capacity for sustainable improvement. If you need to make a complaint, you can contact us in the following ways:

By telephone – 01922 457686

By email – [operations@in-comm.co.uk](mailto:operations@in-comm.co.uk)

In writing – By using the complaint form at the end of the policy

A complaint is an expression of dissatisfaction from someone about our products, services or the complaints handling process where it is clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

## POLICY STATEMENT

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and feedback and we use them to improve our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- Incorrect invoicing
- Certificate spelling errors
- Lack of response to queries
- Unable to unsubscribe to emails
- Website issues
- Incorrect products received
- Delay with receipt of certificates
- Non-compliance with stated Awarding Organisation process e.g. not adhering to published timescales or processes.

### **Investigation and Outcome**

This formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

In-comm Training & Business Services Ltd. aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 10 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will communicate with you by your preferred method of contact (where possible) and explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

## Procedures

### Students

If a student has a concern it should be initially raised with their tutor/assessor (or an alternative member of staff if that is not appropriate). The member of staff must take every opportunity to resolve the complaint informally.

If an informal resolution is not possible, a complaints form should be completed by the student, (with assistance of a member of staff if required) and sent to the Operations Manager. If the complaint is received by telephone or email, the member of staff can record the details on behalf of the complainant and process.

In-Comm will ensure that students will not be treated less favourably if they make a complaint, if this is found to be the case staff disciplinary procedures will be followed.

Students should be aware that malicious complaints received in any form will be dealt with in line with our centre rules and procedures.

### All Other Complainants

Can contact the team directly using the contact details as above.

Complaints are logged within 2 working days of receipt. We will then liaise with the investigation lead(s) to investigate the issues that you have raised.

The outcome will be communicated to you by your preferred method of contact.

### Complaints Appeal Process

The complaints appeal process does not cover appeals against assessment and verification or behaviour management via our centre rules and procedures. Please refer to the relevant policies or ask a member of staff for further information.

If you are dissatisfied with the outcome of your complaint, you may appeal against the decision within ten working days of our response. If we do not receive an appeal during this period, your complaint will be closed and this will conclude the complaints process.

Complaint appeals are investigated by a member of the senior management team independent of the original conflict and the above timescales will apply. The outcome of this appeal concludes the complaints process.

If your complain relates to a course funded by the Education & Skills Funding Agency (ESFA) and the above appeals process has been exhausted, you can contact the Education & Skills Funding Agency within three months of the appeal decision using the contact details below:

The Complaints Team  
Education & Skills Funding Agency  
Cheylesmore House  
Quinton  
Coventry  
CV1 2WT

You can also email their complaints team at: [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

You can access their procedure for dealing with complaints about Providers of Education and training by using this link: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/641779/Procedure\\_for\\_dealing\\_with\\_complaints\\_about\\_providers\\_2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/641779/Procedure_for_dealing_with_complaints_about_providers_2017.pdf)

They should send you acknowledgement that they have received your complaint within three working days.

**Confidentiality**

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

**Continuous Improvement**

All complaints are reported and reviewed internally each month. They are also reviewed by the by the Quality Department to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.



<b>POLICY NAME</b>	Customer Charter & Complaints Policy			<b>POLICY NO.</b>	OP-19
<b>REVIEW DATE</b>	04/10/2021	<b>REVIEW DUE</b>	October 2022	<b>VERSION NO.</b>	D
<b>ADMINISTRATOR RESPONSIBLE</b>	Lindsey Burns	<b>CONTACT INFORMATION</b>	<a href="mailto:lindseyb@in-comm.co.uk">lindseyb@in-comm.co.uk</a> 01922 457686 07570 952210		
<b>APPLIES TO</b>					
SECTOR	ALL	STAFF	Yes	STUDENTS	Yes
STUDENT EMPLOYEES	Yes	VISITORS	Yes	CONTRACTORS	Yes

#### PROCEDURE

N/a

#### EXCEPTIONS

There are no exceptions to this policy.

#### RELATED POLICIES AND OTHER REFERENCES

- This policy applies to the Skills Support for the Workforce/Redundancy Contract for the Black Country ESF-5131 LEP Area.
- C/CP Complaints Proforma

#### ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY
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	▪
	▪
	▪

## CONTACTS

SUBJECT	CONTACT	PHONE	EMAIL
Chief Operating Officer	Rebecca Phillips	07967 027314	<a href="mailto:bekki@in-comm.co.uk">bekki@in-comm.co.uk</a>
Managing Director	Gareth Jones	07812 047560	<a href="mailto:garethj@in-comm.co.uk">garethj@in-comm.co.uk</a>
Academies Manager	Stuart Dallaway	07534 179083	<a href="mailto:stuardd@in-comm.co.uk">stuardd@in-comm.co.uk</a>
Human Resources	Lindsey Burns	07570 952210	<a href="mailto:lindseyb@in-comm.co.uk">lindseyb@in-comm.co.uk</a>

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
A	Rebecca Phillips	10/01/2014	Issue Document	Rebecca Phillips
B	Rebecca Phillips	23/01/2014	Combine customer charter and complaints together to form one policy	Rebecca Phillips
C	Rebecca Phillips	09/10/2020	Update on details enclosed	Rebecca Phillips
D	Rebecca Phillips	04/10/2021	Quality System new format, amendment to implementation.	Rebecca Phillips