



# COMPLAINTS AND APPEALS POLICY AND PROCEDURE



## **COMPLAINTS AND APPEALS POLICY AND PROCEDURE**

Technical Rescue International Ltd is committed to providing the highest quality of service to delegates/contractors and customers.

TRI recognise that delegates and contractors have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

As part of our Quality Management System and in line with ISO 9001, we have produced the Complaints and Appeals Policy, process which aims to evaluate the level of quality through the process of delivery of our training courses.

In response to the delegate /contractor's complaint procedure/policy, we will use the information contained within the delegate complaint to monitor and evaluate service provision as a direct response to a delegates' complaint.

All complaints will be dealt with according to the individual merit of the complaint. If a satisfactory settlement of the complaint is not initially met through the management team, then the matter will be brought to the attention of the Director.

### **DELEGATE COMPLAINT POLICY**

TRI agree and operate a complaints procedure, which delegates and contractors can use, in the event, that they wish to make a complaint in relation to an appropriate aspect of the organisation's operations

TRI have a responsibility to inform delegates and contractors of their complaints policy. Any relevant partners can request to see evidence of the organisation's complaints procedure as part of their quality assurance monitoring.

The complaints procedure will:

- Identify the person or process with whom the complaint is lodged
- State the form in which the complaint is made
- Make clear the times within which complaints may be lodged and must be decided.

Delegates / Contractors who have a complaint must first raise the matter using the complaints/appeals procedures. See process as below

Delegates / Contractors can access the Appeals and Complaint Policy and Procedure by contacting the office on 0845 009 0245 or emailing [info@technicalrescueinternational.co.uk](mailto:info@technicalrescueinternational.co.uk) or asking the Instructor responsible for the training course.

Staff will report all complaints to the Manager and where appropriate, will provide feedback to the delegate.

It is not possible to predict the precise nature of the complaints and each one will be taken on its own merits, however, the management team will in each case examine the complaint to determine whether;

- The delegate /contractor has been dealt with in accordance with the organisation's other policies.
- The information provided to the delegate / contractor was both relevant/appropriate and up-to-date and met quality control standards.
- The referral procedure (where appropriate) was followed correctly, and the outcome of the referral adequately addressed the complainants needs.
- If after doing this, they are unhappy with the outcome provided, they may raise the complaint with the Director.

Advice and support from external agencies and/or Organisational Bodies will be accessed where required and feedback will be given as appropriate.

## **APPEALS PROCEDURE**

Where an assessment decision has been made that the delegate /contractor does not agree with, then a formal letter of appeal should be sent to the Director.

- Within 10 days of receipt of the report the Director will advise the delegate / contractor in writing of the decision.
- Where the delegate / contractor still believes this to be unsatisfactory, he/ she can seek further appeal. This should be done in writing through the management team, who will forward the appeal within two days of receipt.

## **COMPLAINTS AND APPEALS PROCESS**

We will take any concern, complaint or appeal made against the organisation or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. Investigate the complaint fully, objectively and within the stated time frame. Notify the complainant of the results of the investigation and any right of appeal.

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel we have:

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

There are three stages to the complaint's procedure:

- Stage One - Informal
- Stage Two – Formal
- Stage Three - Appeal

### **STAGE ONE - INFORMAL**

TRI encourages delegates, contractors and customers to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to a member of the management team. Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. In the case of delegates this could be their instructor or Assessor. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of contractors, this should always be the Director. If the complaint is about the Director, then please contact a member of the Management Team.

### **STAGE TWO - FORMAL**

If the person is not satisfied with the informal route then they can submit a formal complaint. **This can be submitted via one of the below methods;**

Telephone: 0845 009 0245

Email: [info@technicalrescueinternational.co.uk](mailto:info@technicalrescueinternational.co.uk)

- Receipt of the complaint will be acknowledged within writing 2 working days from when the formal complaint is received.
- A member of the management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications or meeting with the complainant.
- We will reply within 15 working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is still taking place, or staff absence - we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.
- Notify you within 10 working days if the complaint is not upheld, reasons will be given as to why.

### **STAGE THREE - APPEAL**

If the complainant is not satisfied with the outcome they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation within 5 working days from the date the outcome letter was received. The appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint.

All complaints will be monitored and where possible used to improve and develop our services.