

COMPLAINTS & APPEALS POLICY 2016

Introduction

Tigerlily Training is committed to providing a high quality experience to all its clients, through its teaching and its range of professional services. It encourages a positive environment in which informal contact and feedback from learners is welcomed and where complaints can be dealt with effectively.

Tigerlily's Complaints & Appeals Policy outlines the processes to be used when a learner, client or third party raises a concern about any issues relating to Tigerlily Training's activities. This Policy is available / accessible on our website.

Policy Aims

- To provide a clear framework to help anyone who is not satisfied with Tigerlily services to raise their concerns and to ensure that Tigerlily responds effectively
- To ensure that Tigerlily has systems in place to implement improvements as a result of a complaint
- To encourage prompt resolution at an early informal stage
- To ensure that all complaints are dealt with seriously, fairly and sensitively, with no prejudice or victimisation of a complainant
- To raise awareness of the policy and procedures and ensure that staff understand the processes through appropriate training
- The aim of this policy is to provide protection and resolution for learners, customers, stakeholders and any other audience seeking to complain or appeal against an action taken by Tigerlily Training or one of its representatives
- This Policy outlines the steps the complainant needs to take and how the complaint will be dealt with and resolved. It also outlines how complainants may appeal against a decision they are unsatisfied with
- Tigerlily Training staff & trainers need to be particularly aware of the details within this policy – as do complainants prior to making a complaint or appeal.

Policy Scope

This document should be used by anyone who wishes to formally complain about our services, including learners, clients, trainers and other stakeholders, including staff & subcontractors

Third parties with a close connection to the learner, wishing to complain on the behalf of the learner must produce written agreement from the learner that they can act on their behalf.

Definitions

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. Requests for services or changes to services, comments and suggestions, focus groups and questionnaire feedback and assessment.

Disciplinary appeals are not considered as complaints and therefore do not fall within this process.

Roles and Responsibilities

- All formal or informal complaints should be passed immediately to the Marketing Director or in their absence to the Company Director
- **The Marketing Director** is responsible for receiving all formal complaints and is responsible for logging and monitoring the complaints in accordance with the procedures below
- **All frontline Tigerlily staff & trainers** have a responsibility to record complaints, treat them seriously and to forward them to the Marketing Director
- All complaints should be dealt with promptly
- Complaints relating to the quality of a training venue are included in this process
- **The Marketing and Company Directors** have a responsibility to take a lead role in resolving complaints, through investigation (when appropriate) and responding to the complainant. This will most likely require assistance from key/relevant staff as required
- **A formal appeals process is available to complainants via the FAIB** (First Aid Industry Body)

Confidentiality

All complaints will be handled sensitively and with discretion. If a learner makes a complaint against a member of the training team, that member of team must be informed about the substance of the complaint so that they are in a position to make a response. If, in exceptional circumstances and for justifiable reasons, a complainant wishes to remain anonymous from the individual about whom the complaint is made, this may be considered, for example in cases of harassment.

Tigerlily will not normally investigate anonymous or malicious complaints.

Complaints and Appeals Procedures

1. Informal Complaints

- 1.1 It is hoped that most complaints can be dealt with 'Informally'
- 1.2 Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than three months after the incident. If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive at an agreed resolution
- 1.3 If a learners reports a fault with a training venue (e.g. dirty floor, broken furniture etc.) the tutor should report this back the Training Manager who will aim to resolve the issue or escalate the problem to the Marketing Director
- 1.4 At this informal stage complaints may be made in person, by phone or by email
- 1.5 All informal complaints, even when satisfactorily resolved, should be forwarded to the Marketing Director to be logged and reviewed within the quarterly review process

2. Formal Complaints

Where complaints are serious or the matter has not been resolved informally, the complainant should raise a formal complaint (within 3 months following the incident) under the following procedure.

- 2.1 **Filling out a complaints form:** All complaints must be submitted to Tigerlily Training (along with any supporting evidence) via a **Tigerlily Training Complaints & Appeals Form** (see example attached) downloadable from our website: www.tigerlilytraining.co.uk
- 2.2 All complaints received directly by a member of the training team or frontline staff should be passed on immediately to the Marketing Director or in his absence, the Company Director.
- 2.3 **Acknowledgment:** The Marketing Director will acknowledge the complaint or appeal within **5 working days**, stating who will be investigating the complaint and that a response will be provided within **20 working days**. Certain (exceptional) cases may take longer than 20 working days to review, in which case the Complainant will be notified and a revised time scale provided

- 2.4 **Logging:** the complaint: the Marketing Director maintains a LOG of all complaints and their progress
- 2.5 **Investigation** of the complaint: The Marketing Director will initiate the investigation. During this stage the complainant may be contacted for further information or to be invited to meet with the Marketing Director. Witnesses may be invited to record in writing their experiences and version of events as necessary.
- 2.6 **Resolution:** the Marketing Director will consider the complaint thoroughly and will make a judgement based on the evidence gathered and will decided to:
- Dismiss the complaint as unfounded, giving reasons
 - Uphold or partially uphold the complaint, propose an amicable settlement, take appropriate steps to address the issue and to avoid a similar problem arising in the future
 - The investigation outcome will normally be communicated to the complainant by the Marketing Director who will record and retain copies of all correspondence
- 2.7 **Quality Improvement:** the Marketing Director will collate the details of all complaints & appeals and report these to the Company Director via the quarterly management review process or sooner if required. Relevant remedial action will be taken to change procedures or implement staff training to prevent recurrences of the complaint.
- 2.8 **Monitoring:** the complaint: The Marketing Director will monitor all logged complaints to ensure they are resolved within the allotted 20 working days. The Marketing Director will notify the complainant if Tigerlily are unable to meet the agreed timescale and will provide full details of the reason why and the new timescale to be followed. This will only be required in the most exceptional of circumstances
- 2.9 **Evaluation:** a record of complaints, appeals and outcomes will be recorded on Tigerlily's Complaints Log database. These will be analysed, summarised and may be presented to relevant departments/functions to ensure actions are carried out to address the issues raised and training provided if required

3. Appeals

- 3.1 If the complainant is dissatisfied with the response they receive as an outcome of the investigation, they may appeal to Tigerlily's Company Director (within 20 working days of the date on the response letter or email)
- 3.2 The appeal should be made in writing stating reasons for the appeal and any action they are seeking
- 3.3 The Company Director will investigate the complaint and decide to:
- Uphold the original decision/dismiss the complaint as unfounded
 - Uphold or partially uphold the complaint, recommend appropriate steps to be taken to address the issue and to avoid a similar problem arising in the future
 - Invite the complainant to attend an appeals hearing
- 3.4 A written notification of the result of the appeal will normally be sent within 20 working days of Tigerlily receiving the appeal, or within 28 working days of an appeal hearing
- 3.5 The decision of the Company Director is final
- 3.6 If the complainant is dissatisfied with the response they receive as an outcome of their appeal, they may seek FURTHER/FINAL resolution by writing to:

The First Aid Industry Body (FAIB)
4 Ashdown Avenue
Woodley
Stockport
SK6 1LL

Contact us

We welcome all enquiries about our Complaints & Appeals Policy.
Simply contact us on the numbers/addresses below and we'll be delighted to help you:

Tel: **0300 30 20 999**
E-mail: **hello@tigerlilytraining.co.uk**
Web: **www.tigerlilytraining.co.uk**
Post: **Norwood House, 9 Dyke Road, Brighton BN1 3FE**

COMPLAINTS and APPEALS FORM

Before completing this form, you should read Tigerlily’s Complaints Policy and Procedure, available on our website (www.tigerlilytraining.co.uk). Guidance on how to complete this form is attached.

When completed, please email to tony@tigerlilytraining.co.uk or send to:

Tigerlily Training / Complaints

Norwood House

9 Dyke Road

Brighton

BN1 3FE

If you require assistance to complete this form please call us on 0300 3020 999.

Section 1: Personal Details

Your Name:		e-mail:	
Date:		Phone:	
Address:			
Course			
Declaration: <i>I have read and understood Tigerlily Complaints Policy and Procedure</i>	Signature:		
	Date:		
Have you raised this issue informally? (please circle) If 'YES', please provide details of the outcome	Y		
	N		
Case No (if appealing against an initial ruling):			

Section 2: Complaint Or Appeal Details (please continue on a separate sheet if you need more room)

Details of Complaint: What is the reason for your complaint, please give locations, names of others involved
How would you like this complaint to be resolved?

GUIDANCE NOTES

How to Make a Complaint or Appeal

The Complaints & Appeals Form enables you to make a formal complaint about any issues relating to Tigerlily Training's products, services and/or representatives. If you only wish to provide feedback on our services (comment, compliment or make a suggestion) or wish to make an **informal complaint**, please email admin@tigerlilytraining.co.uk or call us on **0300 30 20 999**

Making a Formal Complaint

If you are significantly dissatisfied with any aspect of Tigerlily Training's service or the behaviour or performance of one of its representatives, please fill in the attached Complaints & Appeals Form and return it via e-mail to:

tony@tigerlilytraining.co.uk

Alternatively, please post it to:

Tigerlily Training, Norwood House, 9 Dyke Road, Brighton, BN1 3FE.

You will receive an acknowledgement within 5 working days, and following an investigation into your complaint, we will send a full response within 20 working days of receiving your complaint (unless informed otherwise).

How to Appeal

If you are dissatisfied with the response you receive to your complaint, you may (within 20 working days of the date on your response letter or e-mail) appeal to the Company Director in writing, stating your reasons and any actions you are seeking. You will be notified in writing of the result of your appeal (normally within 20 working days of receiving your appeal). If you are still dissatisfied with the response, you are able to seek FURTHER/FINAL resolution from the FAIB at the address below:

**The First Aid Industry Body (FAIB)
4 Ashdown Avenue
Woodley
Stockport
SK6 1LL**