

Complaints Policy

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Policy Statement

Azilo Training is committed to delivering innovative, high quality training by ensuring all learning is delivered professionally, fairly and legitimately.

In order to provide this, we encourage our service users to provide us with any feedback, dissatisfaction or complaints. We will ensure that all complaints are taken seriously and resolve any issues as quickly as possible to learn and develop our service.

The purpose of this policy is to outline how any feedback, dissatisfaction or complaints with Azilo Training will be handled by the organisation. It informs complainants on how to make a complaint, provides location-based contact details to make a complaint, and the process to resolve the complaint.

Our complaints policy also aims to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- make sure everyone at Azilo Training knows what to do if a complaint is received
- make sure all complaints are investigated fairly and in a timely way
- make sure that complaints are, wherever possible, resolved and that relationships are repaired
- gather information which helps us to improve what we do

Our complaints policy will be adopted by all staff at Azilo Training, so all feedback, dissatisfaction and complaints are dealt with in a consistent manner across the organisation.

Scope

This policy applies to learners and staff of Azilo Training. The policy will be provided at learner enrolment and staff inductions and will be available to view on our E-Portfolio system and SharePoint.

Definition of a Complaint

A **complaint** is any expression of dissatisfaction (justified or otherwise) about any aspect of Azilo Training. A complaint can be received verbally in person, by phone, by email or in writing.

Where Complaints Come From

Complaints may come from any person who has legitimate feedback, dissatisfaction or complaints regarding Azilo Training. This includes: service users, candidates, candidates' parent/guardian (if the candidate is under 18 years of age), nursery managers, care home managers, mentors or organisations.

Confidentiality

All complaints and additional information will be handled sensitively, by following relevant data protection requirements and only informing those who need to know.

How to Make a Complaint

If you have a complaint or want to report any dissatisfaction with Azilo Training, please contact us as soon as possible so we are able to resolve any issues quickly.

We treat any contact in strict confidence, with respect, fairness and objectivity.

All complaints should be made within 14 days of the incident's occurrence.

As Azilo Training has offices located in England and Scotland, please contact us via the correct information to ensure your complaint is received and resolved as soon as possible.

Location based contacts:

England

Suite 6, Third Floor
1 City Approach
Albert Street
Eccles
Manchester
M30 0BL

Regional Director of Training
England:
jofisher@azilotraining.com
By phone: 0161 872 9411

Scotland

Newfield House
1 New Street
Musselburgh
EH21 6HY

Regional Director of Training
Scotland:
louise@azilotraining.com
By phone: 0131 662 2270

Further Information on Complaints Received by Telephone or In Person

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- write down all the facts of the complaint
- take the complainant's name, address and telephone number

- take note of the relationship of the complainant to Azilo Training (candidate, manager)
- tell the complainant that we have a complaints procedure and direct them to the website
- tell the complainant what will happen next and how long it will take
- where appropriate, ask the complainant to send a written account of the complaint by post or email, so the complaint is recorded in the complainant's own words

Resolving Complaints

Stage One

Once we receive a complaint, Azilo Training will acknowledge the complaint within **7 working days**.

All complaint information should be passed to the relevant Regional Director of Training within **7 working days**, to be recorded in the complaints log.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

In many cases, complaints are best resolved by the best person responsible for the issue at hand. These individuals should deal with the complaint appropriately and swiftly. If the individual responsible is unavailable or unable to resolve the complaint, the Director of Training will delegate an appropriate person to investigate the complaint and take appropriate action.

We will inform the complainant of who is dealing with the complaint and when they should expect further contact, with a copy of this complaints procedure attached.

Ideally, complainants should have a definitive reply within **one calendar month**. If this is not possible, (i.e. an investigation has not been fully completed) a progress report should be sent with an indication of when a completed response will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If further action needs to be taken, or the complainant is dissatisfied with the outcome provided in Stage One, then they can request for the matter to be reviewed at Board level. At this stage, the complaint will be passed to Madeleine Robinson, the Director of Operations at Azilo Training.

The complaint will be acknowledged within **7 working days** of receiving it.

The Director may investigate the facts of the case themselves or delegate a suitable, senior member of the Azilo Training team to do so on their behalf. This may involve reviewing the paperwork of the case and speaking with those involved with dealing with the complaint in Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who originally dealt with the complaint at Stage One should be kept informed of what is happening.

Ideally, complainants will receive a definitive reply within **one calendar month**. If this is not possible, (i.e. an investigation has not been fully completed) a progress report should be sent with an indication of when a completed response will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Director decides it is appropriate to seek external assistance for resolution.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, any complaints about Managers should not also have the Manager as the person leading a Stage Two review.

In the unlikely event that training teams are unable to resolve the issue at hand, the complainant may wish to contact an outside official authority.

The complainant should only contact an outside official authority once they have already gone through all the stages of Azilo Training's complaints procedures, and they remain dissatisfied with the outcome, or how the complaint was handled by Azilo Training.

As Azilo Training has offices located in England and Scotland, the complainant should contact the correct outside official authority to ensure their complaint is received and resolved as soon as possible.

Location based contacts for outside official authorities:

England

CACHE's Customer Support Team
 Customer Support Team
 CACHE
 Apex House
 81 Camp Road
 St Albans
 Herts
 AL1 5GB
 0845 3472123

Scotland

SQA's Customer Support Team
 Scottish Qualifications Authority
 The Optima Building
 58 Robertson Street
 Glasgow
 G2 8DQ
 0300 213 5108

Authorisation & Document Control

Document Title	Complaints Policy
Location	SharePoint and Website

Authorisation	Responsible Person or Body
Document Owner	Madeleine Robinson

Version History

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V.7	04/07/2019	29/03/2019	Review	Madeleine Robinson
V.7a	N/A	29/04/2019	Re-brand policy	Madeleine Robinson
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