

If a complaint is received from a learner or customer / employer on one of the ITEC's apprenticeship programmes the ITEC Grievance Procedure outlined in the apprentice's Learner Handbook (TA) may be followed and this in itself may deem the matter complete.

If a complaint is received from a learner or client, the following initial action is to be taken:-

- a) The complaint is to be passed to the Head of Apprenticeships & Operations (HoAO) or, in her absence, the Managing Director.
- b) The HoAO or member of the SMT will raise a Complaints Form (CPF) to track the complaint.
- c) If the complaint is against the ITEC and its practices, the HoAO may ask a member of staff to investigate or may deal with it directly.
- d) If the complaint is against an individual member of staff, the HoAO will request a report from that member of staff and/or may ask an uninvolved staff member to investigate.
- e) If deemed necessary, on receipt of the complaint the HoAO will write an initial letter to the complainant, acknowledging receipt and promising to write later when the requested reports have been received. If, however, the HoAO has the necessary information, a full reply may be made at this point.

Once reports are received and investigations completed, the HoAO may call a meeting of selected staff or may consult with a member of the Board of voluntary Directors to decide on a course of action. The resulting decision may require further investigations to be made.

When all reasonable action has been taken to arrive at the facts of the complaint, the HoAO will send a written reply to the complainant, explaining the facts that have been established and the action the ITEC intends to take, if any.

Where a complaint is upheld and ITEC can take action to avoid a re-occurrence, that action will be taken and the effect will be reviewed at a reasonable interval thereafter. A complaint is deemed closed when the learner or client agrees with the outcome, or in the event the HoAO has no further response from the client, when all possible action has been exhausted.

## **Compliments Procedure**

Any compliments, thank-you's and cards received by staff from learners will be kept on file by the HoAO

