



# Policy, Procedure & Process for Complaints

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Notes on Revision</b>
1	December 18	Patrick O'Sullivan	New Policy
2	December 19	Patrick O'Sullivan	Amendments to Text
3	December 20	Patrick O'Sullivan	No Amendments



## **Introduction**

Smart Gas Training and Assessment Ltd has an aim to provide a complaints process that is available to all learners and associated staff which is fair and transparent and seeks to resolve all complaints in a timely manner

## **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.

## **What is a complaint?**

A complaint is a form of dissatisfaction whether it is written or oral from or on behalf of an eligible complainant about Smart Gas Training and Assessment Ltd and the failure to provide an agreed service

## **What constitutes a complaint?**

- The conduct and behaviour of a staff member which has been alleged to have fallen below complainant's expectations
- The service or quality of the training experience provided by Smart Gas Training and Assessment Ltd is alleged to have failed the complainant's expectations
- A failure to reasonably ensure a candidate's safety and wellbeing is alleged against Smart Gas Training and Assessment Ltd
- An allegation of discrimination in breach of the Equality Act 2010

## **How to make a complaint**

When making a complaint, Smart Gas Training and Assessment Ltd would encourage you to seek resolution via the informal procedure as an initial starting point. If the complainant feels the problem has not been satisfactorily resolved, the complainant may then wish to use the formal procedure.

Smart Gas Training and Assessment Ltd will ensure all complaints are dealt with in a reasonable and prompt manner

## **Stage One – Informal Complaint Procedure**

- a) The complainant should seek direct resolution with the individual involved and discuss any concern raised
- b) If at any point the complainant deems the situation to approach the individual as difficult or inappropriate, then the Centre Verifier should be contacted



- c) If after point b the complainant is not satisfied with how the complaint has been handled, then the complainant should contact a Director of Smart Gas Training and Assessment Ltd

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, then Stage Two should be initiated.

### **Stage Two –Formal Complaint Procedure**

- d) The complainant should proceed with the formal complaint in writing – either by letter, email or on the Complaint Record Form which is included at the end of this policy (alternatively our admin support can help with writing the letter and can be contacted on: 01335 300560)

- e) Submit complaint via email to [info@smartgastraining.co.uk](mailto:info@smartgastraining.co.uk) or post to:

Administration Dept  
Smart Gas Training & Assessment Centre  
Units 3-4  
Runway Business Park  
Moor Farm Road  
Ashbourne  
Derbyshire  
DE6 1HD

- f) Complaints will be acknowledged within 3 working days. A record of all correspondence will be kept to assist with any potential future investigation. The acknowledgement will name who will lead the investigation and the timescale for the complainant to be notified of the outcome to their formal complaint. Smart Gas Training and Assessment Ltd allow 21 days for complaints to be dealt with (from receipt of complaint)

Smart Gas Training and Assessment Ltd will deal with complaints by

- Acknowledging the formal complaint in writing
- Responding within the agreed time frame
- Ensuring all complaints are dealt with in consistent and sensitive manner
- Ensuring appropriate action is taken where appropriate

Smart Gas Training and Assessment Ltd will ensure consistency and fairness are dealt with by

- The Complaint Investigation Lead seeking the key facts of the complaint
- Interviewing the person(s) or investigating the circumstances surrounding the complaint and documenting the allegations



- Report the process, the evidence, the finding and recommend an outcome  
Implement the outcome or decide another action

Smart Gas Training and Assessment Ltd will reply to the complainant whether the complaint is upheld or not, the reply will describe action taken to investigate the complaint, any conclusions that were reached and any action taken as a result of the complaint

### **Final Appeal Against Complaints Process Outcome**

If the outcome from Stage 2 is not acceptable to any party involved, then they have a right of Final Appeal against the outcome

Notification of such an appeal should be made, no later than, 28 days of receiving notification of the outcome of Stage 2 (Formal) complaint from Smart Gas Training and Assessment Ltd

The Complainant should write to the Smart Gas Training and Assessment Ltd Director, outlining the reasons why they deem the outcome unsatisfactory:

The Director  
Smart Gas Training and Assessment Centre  
Unit 3-4 Runway Business Park  
Moor Farm Road  
Ashbourne  
Derbyshire  
DE6 1HD

The Director will confirm receipt of the appeal within **five working days**

The Director will investigate the issues raised by consulting with those concerned in the initial procedure. The Complainant will receive the results of this investigation within a further **ten working days**



**COMPLAINT RECORD FORM**

**Details of Complainant:**

**Title:**

**Name:**

**Address:**

**Tel:**

**Email:**

**Course attended (if applicable)**

**COMPLAINT**

*Describe the nature of your complaint as fully as possible; include dates and times of all incidents. If there is insufficient space continue with additional sheets and attach them to this document*

**Please send this completed form to:**

Administration Dept, Smart Gas Training and Assessment Centre, Moor Farm Road, Ashbourne, Derbyshire. DE6 1HD or Email: [info@smartgastraining.co.uk](mailto:info@smartgastraining.co.uk)

**Signature**.....

**Date**.....



This Policy will be reviewed on an Annual basis by Safe Gas Training and Assessment Ltd Directors.