

Concerns Policy and Procedure

Definition

NILE, part of Progress to Excellence Ltd (PtoE) defines a concern or a complaint as a formal expression of dissatisfaction that requires a formal response.

Purpose

The purpose of a formal concerns policy is to ensure that all concerns or complaints are reviewed thoroughly, fairly and wherever possible resolved to the highest satisfaction.

General Customer Feedback Process

PtoE is committed to providing high quality training and assessment for its customers and continuously seeks opportunities to improve its services. Constructive comments on where we can improve our services are welcomed.

Customers are asked at the start and at the end of a training course for feedback via an online survey, and we welcome ad-hoc feedback via email and telephone. We also obtain feedback after the completion of examinations. Paper based versions of our feedback form are available on request.

Feedback provides valuable information that is used to introduce improvements to all our training products and services. PtoE encourages its customers to provide honest feedback to enable the improvement processes to take place effectively.

Concerns Process

Occasions may arise where a customer feels it is necessary to make a formal complaint about the training services provided.

A formal complaint needs to be submitted separately from the general feedback process and not through the feedback form.

Customers wishing to submit a formal complaint should do so in writing via email or letter. Formal complaints should be in writing to ensure that all the relevant information is captured and so that the issue can be investigated properly.

PtoE will treat formal written complaints as a clear expression of dissatisfaction with its service, which calls for a prompt and courteous response.

Formal Complaints Procedure

Stage 1

In the first instance, when the issue cannot be resolved informally, the complaint should be submitted to the designated staff member managing the process, Lisa Shannon. The complaint can be submitted via:

Email: feedback@progresstoexcellence.co.uk

Mobile: 07718 976281

Online: www.ptoetraining.co.uk/concern-form

Alternatively, the complaint can be submitted in writing, within 7 working days of the matter arising. The complaint should be addressed as detailed below:

Lisa Shannon
Progress to Excellence Ltd
G8 Pacific Road
Birkenhead
CH41 1LJ

The written complaint should include the following:

- Details of the issue leading to the complaint
- Date when the issue occurred
- Venue/ location
- Complainants full name and contact details
- Details of the consequences resulting from the issue and the remedy being sought.

The initial complaint will be acknowledged within 24 hours of receipt and a full response will be provided within 15 working days.

Stage 2

If the initial response to the complaint is not regarded as satisfactory the next stage is to write to the Head of Quality and Operations and ask for the complaint and the initial response to be reviewed.

The complaint should be addressed as detailed below:

Head of Quality and Operations
Progress to Excellence Ltd
G8 Pacific Road
Birkenhead
CH41 1LJ

Alternatively, you can call the head office on: 015 650 6933 and request for the Head of Quality and Operations.

Escalation should take place within 10 days of receiving the written response and should state the reason for dissatisfaction with the decision made.

You can expect the Head of Quality and Operations to acknowledge your request within 24 hours of receipt and a full response within 15 working days.

Our aim is to resolve all matters as quickly as possible; however, inevitably some issues will be more complex and may therefore require longer to be fully investigated. As a consequence, timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, an interim response will be sent describing what is being done to deal with the matter, and the revised timescales for when a full reply can be expected.

Final Stage

If the response from the Head of Quality and Operations is not satisfactory, the final option of escalating the complaint can be to the Chief Executive Officer, as detailed below:

Chief Executive Officer
Progress to Excellence Ltd
G8 Pacific Road
Birkenhead
CH41 1LJ

Alternatively, you can call the head office on: 015 650 6933 and request for the Chief Executive Officer.

Escalation should take place within 10 days of receiving the written response from the Head of Quality and Operations, and should state the reason for dissatisfaction with the decision made.

The Chief Executive Officer will normally respond within 10 working days to inform the complainant of the action which will be taken to investigate the complaint, and when the outcome of the investigation can be expected.

This outcome will be the final decision by Progress to Excellence Ltd.

If you are still unsatisfied after following the full procedure, you can contact the Education and Skills Funding Agency (ESFA) using the below details:

Complaints
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT



(Please note, the Education and Skills Funding Agency (ESFA) normally only deal with complaints once the full procedure laid out by the training provider has first been followed).