

Complaints, Compliments & Feedback Policy

Kentec Training are committed to providing a high-quality service to our learners, clients, and the community we serve. We view complaints as an opportunity to learn and improve our services. We also welcome any positive comments and feedback!

Feedback is essential to the efficient running of any business. Kentec are looking to continuously improve in everything we do. To do this requires us to know what we did wrong, what we did right and what we can do better.

Overall responsibility for this policy and its implementation is managed by our Managing Director.

Policy Principles

- Provide a fair complaints procedure which is clear and easy to use.
- Ensure that all staff at Kentec are aware of our complaints procedure and what to do if a complaint is received.
- Ensure all complaints are investigated in a fair, timely and consistent manner.
- Ensure that complaints are resolved in an amicable fashion.
- Ensure all complaints are dealt with in a confidential and sensitive manner.

Procedure

Kentec Training will not usually investigate complaints which are received more than six months after the incident or occurrence took place.

Complaints can arrive through a variety of different communication channels, such as e-mail, verbal, by telephone or in writing. Formal (written) reasonable complaints will be dealt with using our procedure:

1. A formal complaint will be requested in writing within fifteen (15) working days of an incident or action from which the complaint arises, or from the date when the complainant received an oral or written reply to an informal complaint. This should be directed to the Training Services Manager. If the complaint involves the Training Services Manager an alternative senior manager will be appointed to manage the process.
2. Management team to be notified via email.
3. The complaint will be added to our complaints log by the manager receiving, and receipt acknowledged within five (5) working days.
4. The complaint will then be investigated by relevant manager.
5. We will write within 10 working days of acknowledging the complaint, confirming our final position. Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate, the conclusions from the investigation and any action taken as a result of the complaint.

If the complainant feels that the issue has not been satisfactorily resolved, they can request that the complaint be reviewed by an alternative member of staff. The following procedure would be applicable:

1. A written acknowledgement of the complaint will be sent within five working days of receipt.

2. The complaint will be investigated by a different member of the management team.
3. We will write within 10 working days of acknowledging the complaint, confirming our final position. Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate, the conclusions from the investigation, any action taken as a result of the complaint.

In the unlikely event that Kentec are unable to offer an acceptable resolution to your complaint the learner may contact the training course accreditation body directly for advice or resolution.

The contact email for each accreditation body is listed below:

• NEBOSH:	info@nebosh.org.uk
• IOSH:	reception@iosh.co.uk
• CITB/Construction Skills:	cskillsawards@citb.co.uk
• PASMA:	info@pasma.co.uk
• The Ladder Association:	info@ladderassociation.org.uk
• IPAF:	info@ipaf.org
• BAF	info@thebaf.org.uk
• Qualsafe	info@qualsafeawards.org
• UKATA	01246 824 437
• LANTRA	02476 696 996
• TETRA	01773 606 373
• RTITB	01952 520 200

Compliments & Feedback

We define a compliment as an expression of praise concerning a high-quality delivery of our services and customer care. Acknowledgements will be sent within five working days of receipt of all feedback and compliments. Compliments and feedback may be communicated internally and via social media networks if applicable to external stakeholders and partners and with the customer approval.

Monitoring & Reporting

Kentec will record complaints and reviews these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the impact on other learners is considered and action is taken to ensure learners are not disadvantaged.

Where it has been established that a complaint is valid, we will take appropriate action that will be proportionate to the gravity and scope of the occurrence. This will be documented at management meeting and added to the risk register.

All interested parties will be made aware of this statement and this statement will be reviewed on an **annual basis** or if any significant changes occur.



Steve Booker
Managing Director