



5 E Ltd
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Complaints Policy & Procedure

It is the aim of 5 E Ltd (hereinafter referred to as the organisation) to provide a quality service for its customers by working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views and complaints of our visitors, customers, apprentices, learners, prospective workers or employees, contractors or temporary staff (hereinafter referred to as complainant(s)), in particular by responding positively to complaints and by putting mistakes right. Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as an expression of dissatisfaction with our service which calls for an prompt response;
- we respond with an explanation or an apology where we have got things wrong or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with promptly and quickly. Our aims are to resolve informal concerns promptly and enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be

satisfactorily resolved informally, then the formal complaints procedure should be followed.

5 E defines a complaint as 'any expression of dissatisfaction that relates to organisation and that requires a formal response'. The organisation's responsibility will be to ensure that all complaints are handled fairly, consistently and resolved promptly taking action where appropriate.

A complainant's responsibility is to bring their complaint, in writing, to the organisation's attention as soon as reasonably possible or raise concerns promptly and directly with a member of staff in 5E, explaining the problem as clearly and as fully as possible, including any action taken to date and allowing the organisation a reasonable time to deal with the matter. It is also important to recognise that some circumstances may be beyond the organisation's control. The Managing Director will receive a periodic report from the respective Managers of complaints made and their resolution.

Formal Complaints Procedure

It is a formal way to progress a complaint through 5E Ltd however; it should not interfere with or replace informal discussions between staff and the complainant(s) before progressing to Stage One of the process.

Stage One

The complainant(s) will discuss the matter with the respective staff member (Tutor / Advisor / Administrator / Delivery Partner / Course Provider).

However, if the complaint concerns the same staff or if the staff is unable to resolve the complaint then the customer will need to escalate the complaint in writing to the Centre Manager & in the case of a delivery partner / course provider to the Partnership Manager for 5E Ltd. The Staff/Manager will reply to the complaint within ten working days. The complaint and the remedial action will be captured on a central system. Stage one complaints can also be made via e-mail detailing the nature & stage of the complaint at: complaints@fivee.co.uk

Stage Two

If the matter cannot be resolved at Stage One, or if the complaint concerns the Centre Manager the complaint will be attended to by the Operations Manager. The Operations Manager will reply to the complaint within ten working days. The complaint and the remedial action will be captured on a central system.

Stage Three

If the matter has not been resolved at Stage Two or if the complaint concerns the Operations Manager, then a letter detailing the complaint grievance should be sent to the Managing Director of 5 E Ltd. The Managing Director will reply to the complaint within ten working days. The complaint and the remedial action will be captured on a central system.

Stage Four

If the customer is not satisfied with the outcomes to date, may take the matter further to the relevant prime contractor or awarding body. Information on escalation can be obtained from Amit Desai (amit@fivee.co.uk).

GDPR COMPLAINTS PROCEDURE

Formal Complaints Procedure

All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the GDPR Compliance Team by email at gdpr@fivee.co.uk responsible for dealing with all complaints in line with this procedure.

Procedure

The organisation has the contact details of its GDPR Compliance Team indicated clearly under the 'Contact us' section. The organisation has clear guidelines on this page. that enable the data subject to lodge a complaint. The organisation clearly provides data subject(s) with the privacy notice by publishing it on its website fivee.co.uk, clearly under the 'Contact us' section and relative to the complaints form submission. Data subjects are able to complain about:

- how their personal data has been processed
- how their request for access to data has been handled
- how their complaint has been handled
- appeal against any decision made following a complaint.

Data subject(s) lodging a complaint with the Organisation's GDPR Team are able to do so by [contact form published [at this location] on the company website, and/or via email gdpr@fivee.co.uk GDPR Compliance Team as published on the Company website. Complaints received via the [contact form] are directed to the GDPR Compliance Team for resolution. Complaints are to be resolved within 10 days. Appeals on the handling of complaints are to be resolved within 15 days.

If the organisation fails to act on a data subject's access request within one month or, a mutually agreed extended time frame, or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. The organisation will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, the organisation provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

Document Owner and Approval

The GDPR Compliance Team is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with GDPR. A current version of this document is available to all members of staff on the staff info board and is published in the Centre Folder at all sites.

Review of Policy & Procedure

This was reviewed in June 2021 and is due for next review in June 2022.

If you would like this document in larger print, please contact the Human Resources Department.

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