



## 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, 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](mailto: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 Rakesh Sonigra ([rakesh@fivee.co.uk](mailto:rakesh@fivee.co.uk)) or Amit Desai ([amit@fivee.co.uk](mailto:amit@fivee.co.uk)) .

### **Review of Policy**

This was reviewed in June 2018 and is due for next review in June 2019.

**If you require this policy in a larger font size, please contact the HR Department.**