# Complaints Policy and Procedure

## Introduction

A complaint is an expression of dissatisfaction concerning Alex D&D Training ltd product or service. Alex D&D Training take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

### Aim

1. The aim of this policy is to set out the procedure on how complaints relating to services offered by Alex D&D Training Ltd should be dealt with by staff, in order to reflect the objective of improving the services offered to customers.

### Definitions

2. "Complaint" unless otherwise specified refers either to an oral or to a written complaint.

3. "Formal Complaint" means a complaint made in writing.

4. "Complaints Procedure" refers to the arrangements made by Alex D&D Training in response to the requirements of this document.

### Customers

5. Customers of Alex D&D Training include staff, tutor, clients and delegates.

### Communication

6. The **Centre Manager** is designated the role of Complaints Officer, who will be responsible for the maintenance of a register of ALL complaints and the provision of a quarterly report to Alex D&D training senior management.

### Policy Guidelines

7. Provide a simple and effective means of allowing customers, or potential customers, or their representatives, to complain about the quality or nature of the services offered or delivered by Alex D&D Training.

8. Ensure that complaints are acted upon in a way which is fair and equitable to staff and complainants.

9. Aim to resolve complaints within the agreed timescale.

10. Provide an acceptable means of further redress if the complainant remains dissatisfied.

11. Ensure that complaints are dealt with constructively in order to improve future services and standards.

**Complaints Procedure**

12. Alex D&D Training Staff will respond to complaints received by any means promptly, sympathetically and constructively.

13. These complaints should be reported to the relevant Senior Manager who will then attempt to resolve the matter within **five** working days.

14. Feedback of the complaint and any action taken should be given to Alex D& D Training's Complaints Officer when the issue is resolved, or when it appears unlikely to be resolved at that level.

15. Complaints, which cannot satisfactorily be resolved, should be referred in writing to Alex D&D training's Complaints Officer and be treated as a formal complaint.

16. In all cases, formal complaints will receive an acknowledgement within **five** working days and a full investigation and resolution sought within **twenty** working days. Complainants will be advised of a delay beyond this period.

In all cases, written responses to formal complaints will be under the signature of the head of centre, who will be kept informed at all stages of the procedure and of the action being taken.

You may contact the complaints officer of centre via one of the following options:

Call:03301136691

E-mail: info@alexdd.co.uk

Write to: Complaint Officer, Alex D&D Training, 36B, Slade Gardens Erith, DA8 2HT.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Alex D&D Training ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The head of centre will investigate your complaint and respond to you within five working days.

**Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our head of centre. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The head of centre will investigate in full and respond to you within five working days.

The Head of centre can be contacted on:

Call:03301136691

E-mail: info@alexdd.co.uk

Write to: Head of Centre, Alex D&D Training, 36B, Slade Gardens, Erith, DA8 2HT

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation complaint policy can be located on their websites.

Should you address your complaint to the awarding body and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Alex D&D training or the awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

**Complaints arising from Cost**

17. Any person with a complaint regarding cost of qualification should be advised of the appeal procedure as prescribed by the Industrial Tribunal Regulations

**Complaints Monitoring**

18. The designated Complaints Officer will monitor the operation and effectiveness of the complaints procedure regularly and will provide information to the head of centre detailing the number and type of complaints received, the time taken to acknowledge and resolve them and the final outcome.

19. Copies of all formal letters of complaint, acknowledgements and final replies (and if appropriate interim responses) will be forwarded by the Complaints Officer to the Head of Centre

20. **Grievance and Disciplinary Procedures**

21. The arrangements for dealing with complaints do not impinge in any way upon existing grievance procedures. Staff cannot substitute this complaints procedure for accepted employment procedures.

22. It is possible, however, that in some circumstances, the investigation of a complaint may highlight facts which would make it appropriate to invoke disciplinary procedures.

23. These are clearly defined arrangements which apply to the actions of staff in relation to failures to comply with codes of conduct or procedures or other relevant guidance and these will continue to operate as specified.

24. If you have any queries about the contents of this policy, please contact the head of centre on 03301136691 or email Efosa.ekhator@alexdd.co.uk.

Review frequency: Annual
Next review date: 30/11/2026
Lead Officer: Head of Quality Improvement
Senior Manager Responsible: Head of Centre

This review will be documented and available for scrutiny on request.