



## **Customer Complaints, Compliments and Comments**

### **Commitment**

Apprenticeship Learning Solutions (ALS) is committed to delivering high quality learning experiences. It is the policy of ALS to inform all individuals and companies who are engaged in learning with ALS of their complaints, compliments and comments procedure.

### **Purpose**

The purpose of this policy is to ensure that all complaints, compliments and comments are managed and processed in the most appropriate manner following a set procedure. The policy identifies all procedures that should be completed, including when complaints should be escalated internally or externally. All complaints, compliments and comments will be treated with the utmost respect, sensitivity and discretion.

### **Scope**

A complaint, compliment or comment may be made by:

Learners – directly to ALS

Any person(s) associated with the teaching received and welfare of the learner while attending ALS training, such as, but not limited to, Parents, Guardians, Carers, Social Workers, Probation Officers, Careers officers

Stakeholders such as, but not limited to, Employers, Referral Services, Schools

Local community individuals or bodies

Partners

### **Compliments/Comments**

Both compliments and comments would be gratefully received. When received we will liaise with the person who submitted the information to ask permission for their compliment or comment to be shared as a case study and/or via our social media platforms.

The definition of a Compliment:

*"An expression of praise concerning a high level of service and/or customer care received".*

The definition of a Comment:

*"Suggestions to help us improve our services and/or aspects of customer care".*



## Complaints

### **Please note:**

Learners who are not satisfied with assessment decisions should follow the Learners' Appeals Procedure.

Parents and guardians can make a complaint on behalf of a student /learner under the age of 18, or who is a vulnerable adult. No investigation of a complaint made on behalf of a student /learner will be undertaken without that student's/learner's written agreement to the concerns raised and written consent for an investigation to be carried out.

For practical reasons, normally no action will be taken in the event of a complaint being made anonymously. There may, however, be exceptional circumstances where ALS deems it appropriate to take action or investigate a matter on the basis of an anonymous complaint e.g. relating to Safeguarding. Any decision to do so must be agreed by the Directors.

### **Responsibilities**

- The person in 'Scope' contacts the ALS Customer Support Department
- In the case of a Corporate Managed Client the complaint should initially be directed to the Client's internal apprenticeship contract manager who will discuss the complaint prior to forwarding in writing to ALS
- The ALS Manager will be contacted by the Customer Support Department within 12 hours of the receipt of the complaint. The Customer Support Department will also inform a Director that a complaint has been received.
- Stage 1 Informal the Manager will acknowledge and deal with the complaint within 2 working days.
- Stage 2 Formal the Manager will acknowledge receipt of the complaint to the individual within 5 working days and follow the formal\* complaint process
- \*The Manager will investigate the complaint and endeavour to reach a satisfactory outcome within 10 working days of acknowledgement of the complaint.
- \*The Manager will inform the Director of the outcome of the complaint.

Where the complaint made refers to our sub contracted provision then Head of Contracts and Compliance is contacted and the process followed is the same.

All complaints which affect the Safeguarding or Health and Safety of any Stakeholder should also be directed to the Head of Quality to carry out an investigation.



### STAGE 1 - Informal

Complaint received immediately reported

Manager discusses concerns with Complainant and resolves

### STAGE 2 - Formal

A written complaint is acknowledgement within 5 working days.

The timescale for dealing with complaints is normally within 10 working days of receipt of the written complaint.

### Appeals

If the complainant is not satisfied with the outcome or any action taken relating to their complaint, or should the complainant feel that they have not been treated fairly.

Appeals must be received within 10 working days of the written response, and acknowledged within 5 working days. ALS will aim to resolve the appeal within 10 working days following review /investigation

If any individual or stakeholder has any complaint, compliment or comment about our learning provision, we ask that they contact our Customer Support Department at:

ALS Training  
Ocean Park House  
East Tyndall Street  
Cardiff  
CF24 5ET  
Email: [info@alstraining.org.uk](mailto:info@alstraining.org.uk)  
Telephone: 02922 677020