

COMPLAINTS POLICY



1 ABOUT THIS POLICY

1.1 Purpose

PET-Xi is committed to listening and responding to the views of all Customers and Learners and using their views as a key element of its quality review and improvement processes. PET-Xi aims to respond to all complaints efficiently, effectively and fairly. We recognise that our response to complaints plays a vital role in our drive to promote equality and diversity, eliminate discrimination and safeguard our users from abuse and harassment.

1.2 Applicability

This policy covers all customers, staff, learners and our learning partners.

1.3 Personnel responsible for this policy

The Company Directors have overall responsibility for the effective operation of this policy and for ensuring compliance with any relevant statutory framework. Day-to-day responsibility for operating the policy and ensuring its maintenance and review has been delegated to the HR Manager. All managers have a specific responsibility to operate within the boundaries of this policy, to ensure that all staff understand the standards of behaviour when providing services externally expected of them and to take action when behaviour falls below its requirements.

1.4 Reference

2. COMPLAINTS PROCEEDURE

2.3 If a complaint is about an academic matter please refer to the Academic Appeals Procedure. You can obtain a copy of this from the Operations Manager.

2.3 Our policy is;

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at PET-Xi knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

2 Procedure

- 2.1 If you have a complaint to make about any aspect of the service or product you should, in the first instance, speak to your contact at PET-Xi to discuss; we aim to resolve all informal complaints.
- 2.2 If you are not satisfied with the response you receive you should make a formal complaint to the HR Manager. A formal complaint should usually be made in writing, either by the complainant or as recorded by the person receiving the complaint. It should be made clear that the complaint is of a formal nature.
- 2.3 All formal complaints will be investigated by the HR Manager. A written summary of the findings from the investigation and any proposed actions to resolve the complaint will be forwarded to the complainant within 10 working days from the receipt of the complaint.

3 Appeal

- 3.1 If after the following procedures, you are still dissatisfied with the decision you may contact the Managing Directors of PET-Xi Training Ltd.

4 Equality Impact Assessment

- 4.1 This policy has been assessed for its impact on equal opportunities and has been informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities legislation.

Appendix 1

Confidential Reporting Procedure Process Map

