



Policy: HR07

V.7.0

Date:  
21/03/2024



**European Union**

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**Title: Complaints Policy**

|                                 |                                       |
|---------------------------------|---------------------------------------|
| <b>Last Reviewed</b>            | 21/03/2024                            |
| <b>Reviewed by</b>              | Jake Sexton Head of People and CCO    |
| <b>Ratified and approved by</b> | Jodi Pearson Consultant               |
| <b>Next Review</b>              | 21/03/2025                            |
| <b>Frequency of review</b>      | Annually or when legislation requires |

Authorised By

Name: Jake Sexton

Role: Head of People and CCO

## **ABOUT THIS POLICY**

### **Purpose**

PET-Xi is committed to listening and responding to the views of all Customers, Partners and Learners, 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 everyone from abuse and harassment.



### **1. Applicability**

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

### **2. Personnel responsible for this policy**

The Company Director has 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 General Manager and his Deputy.

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.

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### 3. COMPLAINTS PROCEEDURE

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

#### 4. Procedure

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. The complaint will be recorded on a Complaint Action Form (CAF) and the complaints log. We aim to resolve all informal complaints within 7 days.

**For schools and tutoring** this initially will be the school contact:

**Schools and Tutoring:** Head of Business Development: Bob Pinner: [bpinner@pet-xi.co.uk](mailto:bpinner@pet-xi.co.uk):  
Tel: 07852030328

**Skills courses:** Head of Skills, Leia Welland: [llwelland@pet-xi.co.uk](mailto:llwelland@pet-xi.co.uk) Tel: 07341562979

**For learners** on any PET-Xi programmes, this initially will be your tutor. Where possible your tutor will work with you to address your complaint.

If this course of action fails to achieve a mutually agreeable solution, then 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.

To:

Jake Sexton on [jsexton@pet-xi.co.uk](mailto:jsexton@pet-xi.co.uk) or 02476 420310 or West Oak House, Westwood Business Park, Westwood Way, Coventry CV4 8HS.

The Appropriate departmental person or delegate will investigate and communicate their decision as soon as is practicable and keep the complainant informed of progress.

An initial response will be given within 3 days acknowledging receipt and detailing the next stage in the process, if the complaint is not resolved at this stage by whomever is dealing with the investigation a further anticipated timescales will be given.



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All formal complaints will be investigated by the Head of People & DSL or their delegate. 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.



## 5. Appeal

If after the above procedures you are still dissatisfied with the decision you may contact the Head of Quality and Compliance of PET-Xi Training Ltd – Gary Drake via email [gdrake@pet-xi.co.uk](mailto:gdrake@pet-xi.co.uk) or in writing within 3 Days of being notified of the decision.

02476 420310 or West Oak House, Westwood Business Park, Westwood Way, Coventry CV4 8HS.

The Head of Quality and Compliance or delegate will investigate and communicate their decision as soon as is practicable and keep the complainant informed of progress.

Dependant on whether the provision is subcontracted the appeal may be escalated to the prime contractor's appeals procedure. These details will be provided to the complainant by the General Manager along with any decision of the appeal. Alternatively, we may seek independent advice to arbitrate if a case cannot be resolved.

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## 6. Complaints regarding Awarding Body Decisions

All complaints regarding Awarding Bodies or their Decisions should be made to your tutor. Your tutor will then forward your complaint to the Quality Assurance Manager who will follow the Awarding Bodies complaints and Appeals Procedure.

## 7. Equality Impact Assessment

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.

### Related Policies

- Grievance procedures
- Disciplinary rules and procedures policy
- Quality Strategy
- Complaints Action Form

### Policy Version tracker

| Version | Author           | Verifier        | Comments        | Date       |
|---------|------------------|-----------------|-----------------|------------|
| V1.0    | Simon Fitzgerald | Nasir Lakhanpal | Created         | 05/09/2017 |
| V2.0    | Simon Fitzgerald | Nasir Lakhanpal | Updated Logo    | 24/10/2018 |
| V3.0    | Simon Agar       | Ruth Exelby     | Review          | 24/10/2020 |
| V4.0    | Susan O'Neill    | Ruth Exelby     | Review          | 13/08/2021 |
| V5.0    | Susan O'Neill    | Gary Drake      | Updated contact | 31/08/2022 |
| V6.0    | Dale Ball        | Susan O'Neill   | Review          | 21/09/2023 |
| V7.0    | Jake Sexton      | Jodi Pearson    | Review          | 21/03/2024 |
| V8.0    |                  |                 | Next Review     | 21/03/2025 |