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Title: COMPLAINTS POLICY		

Version	Author	Verifier	Comments	Date
V1.0	Simon Fitzgerald	Nasir Lakhanpal	Created	05/09/17
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V3.0	Simon Agar	Ruth Exelby	Review	24/10/2020
V4.0	Susan O'Neill	Ruth Exelby	Review	13/08/2021
			Review	13/08/2022

Authorised By



Ruth Exelby
Head of Skills

1. ABOUT THIS POLICY

1.1. Purpose

PET-Xi is committed to listening and responding to the views of all Customers 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 our users from abuse and harassment.

For purpose of this policy a complaint is a statement in which you express your dissatisfaction with a particular situation, product or service.

1.2. Applicability

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

1.3. 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 Head of Skills.

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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2. COMPLAINTS PROCEDURE

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

3 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. We aim to resolve all informal complaints within 7 days.

For learners this initially could be your tutor. Where possible your tutor will work with you to address your complaint.

If you are not satisfied with the response you receive you should make a formal complaint to the Head of Skills, Ruth Exelby:

- In writing to:
Ruth Exelby, Westwood House, Westwood Business Park, Coventry, CV4 8HS
- via email rexelby@pet-xi.co.uk or
- phone 024 7642 0310.

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. **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.

- 2.3 All formal complaints will be investigated by the Head of Skills 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.**

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3 Appeal

- 3.1 If after the above procedures you are still dissatisfied with the decision you may contact the General Manager of PET-Xi Training Ltd Dave Lewis via email dlewis@pet-xi.co.uk or in **Writing to within 3 Days of being notified of the decision.**

Dave Lewis
Westwood House
Westwood Business Park,
Coventry,
CV4 8HS

The General Manager 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.

4 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 and Compliance manager who will follow the Awarding Bodies complaints and Appeals Procedure.

5 Equality Impact Assessment

- 5.1 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.