

## COMPLAINTS, COMMENTS & COMPLIMENTS PROCEDURE

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### 1. Scope and Purpose of Policy

All students and other stakeholders, for example parents or employers, have the right to express any issues, concerns or complaints that they may have. The Company also welcomes any suggestions as to how it may be able to improve its service.

The Company welcomes comments and criticisms from students or stakeholders.

Whatever they say will be taken seriously and dealt with objectively and efficiently, for the following reasons:

- Complaints tell us when students or stakeholders are not happy with a service and this gives us the opportunity to put things right
- Comments / suggestions provide ideas on how we can improve our services
- Compliments let us know when students or stakeholders are happy with a service and tell us when something is working well and we can build on this good practice.

### 2. Partnerships & Subcontractors

In the event that a complaint is related to a partner/subcontractor and involves a member of staff employed directly by themselves, the investigation will be carried out by the partner/subcontractor rather than company. In any event, the findings will be presented to CK and CK will be the route of appeal, should that be needed.

### 3. If students or stakeholders would like to make a comment, suggestion or compliment

If students or stakeholders would like to make a comment or suggestion about any of the services the company offers or would like to compliment the staff on the standard of a service provided, they can email [info@ckatuk.com](mailto:info@ckatuk.com) or pick up a Comments, Suggestions & Compliments Form (see Appendix A) from Reception.

Throughout this document where reference is made to 'students' this should be interpreted as including 'stakeholders' as well where appropriate, for example parents or employers.

### 4. If students or stakeholders have a complaint

#### The Informal Stage

Where possible, especially in the first instance, students should be encouraged to discuss any concerns or complaints with the member(s) of staff concerned, or their Assessor. It is important that any issues are sorted out straight away and the student is advised on how to proceed.

### 3.2 Complaints, Comments & Compliments

If the issue is a general one, which affects a number of students, the student should be encouraged to share this with their Assessor or bring it to the attention of the Executive Director.

All complaints must be treated with confidentiality. However, this should not be the case if there is a serious threat to the personal safety of the student, other students or staff, or where there is a legal requirement to disclose the information.

External stakeholders should initially contact the Executive Director at this stage.

It is always best to try to resolve any issues informally. All issues dealt with informally should be logged by the member of staff concerned.

#### **The Formal Stage**

If it is impossible to resolve the issues informally, and/or the student is not happy with the outcome, they can then complete a Complaints Form Appendix B or they can write a letter/email. Complaints received in any one of these ways will be treated as formal complaints. The complaint must then be passed to the Executive Director.

The Executive Director will acknowledge the formal complaint within seven days of receiving it.

The Executive Director will decide on the best person to deal with the complaint (the Investigating Manager), in most cases, it will be the Executive Director who undertakes the investigation.

The complainant must be informed of the outcome or progress made on their complaint within three weeks of receipt of their complaint. If the complaint has been concluded directly with the complainant within this time frame, the Investigating Manager must ensure that all correspondence is copied to the Executive Director so that they can close the complaint. Where a complaint cannot be concluded within the timeframe, or there is a delay in the investigation, the student will be informed and be given the likely date they should receive a full written outcome.

If the complainant is not satisfied by the outcome of their complaint, they can then appeal to the Chair of the Board in writing and within 7 days. Either the Chair of the Board or delegated representative will hear the appeal.

3.2 Complaints, Comments & Compliments

**Appendix A**

The Company always welcomes any comments, suggestions and compliments from you. Feedback is vital in helping us to continuously improve our service.

Once you have completed this form, please either hand it to one of the office staff or e-mail it to [info@ckatuk.com](mailto:info@ckatuk.com)

<b>Your name</b>	
<b>Contact details</b>	
<b>Which best describes you (please circle)</b>	<b>Student, Parent/Guardian, Employer, Other</b>
<b>Today's Date</b>	
<b>Please detail any comments, suggestions or compliments you would like to make</b>	

3.2 Complaints, Comments & Compliments

**Appendix B: Complaints Form**

We are very sorry you are unhappy and want to complain. To tell us about your complaint you may fill in this form and return it to us on [info@ckatuk.com](mailto:info@ckatuk.com) or hand it to a member of the office staff or post it to us at: Unit 2-3 Meridian Buildings, Nazeing Glass Works Estate, Nazeing New Road, Broxbourne, Hertfordshire, EN10 6SX

**About you**

Your name	
Address	
Telephone Number	
Your course (if applicable)	

**About your complaint**

If there is one thing that happened that made you want to complain, please put the date that it happened here .....

If you are a student, is your complaint connected with your course? YES/NO (delete as appropriate)

Is this complaint from two or more people? YES/NO (delete as appropriate). If you have indicated 'YES', please provide the names of everyone who is complaining on a separate sheet or listed on the e-mail.

If you have already spoken to someone at the company, please put their name and any other details about them here.....

Details of your complaint: Please give as much information as you can to help us understand your complaint. If you run out of space you may continue on a new sheet of paper and sent it to use with your form

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What would you like to happen as a result of your complaint

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I confirm that this is an accurate record of my complaint (please sign and date below)

Your signature.....

Date.....

### 3.2 Complaints, Comments & Compliments

<b>Date of document establishment and initial approval</b>	August 2024
<b>Version number</b>	1
<b>Approving body</b>	Board
<b>Designated owner</b>	Executive Director
<b>Linked policies and procedures</b>	3.1 Safeguarding Children and Vulnerable Adults 3.3 Confidentiality Appeals Policy
<b>Date of last review</b>	
<b>Date of next review</b>	July 2025