

## COMPLAINTS POLICY

Access Training is committed to providing a high quality service to all our customers. We welcome all comments about our service including concerns, compliments and complaints. We strive to improve our services by listening and responding to the views of our customers.

### 1. INTRODUCTION

This Policy explains how we aim to deal with customer complaints (customers include apprentices, employers, stakeholders, partner or external organisations and members of the public). A concern or complaint is a statement that something is unsatisfactory or at fault.

We take every complaint or concern raised very seriously and aim to deal with complaints or concerns with the following objectives in mind:

- To identify and deal with complaints quickly and efficiently
- To ensure complaints are considered fairly and objectively, based on evidence
- To ensure that complainants are fully informed of any findings and, where possible, arrive at a satisfactory resolution for the complainant
- To review concerns/complaints and/or trends and consider any corrective action needed to minimise concerns/complaints in the future and improve our service

We will ensure that apprentices, employers and any other customers are given details of our Complaints Procedure (and how to find out more) through Induction days, Employer visits, Information Packs, Commitment Statements and Employer Agreements. Our Complaints Policy and Complaints Procedure are displayed on our website and are also available on request.

Access will provide a point of contact and their contact details for the complainant. The point of contact will be responsible for updating the complainant of the progress and result of the complaint.

### 2. REVIEW

This Policy will be reviewed on an annual basis. This Policy is circulated to all staff and is stored on our website for everyone to access.