



Phoenix Training

COMPLAINTS POLICY AND PROCESS

POLICY SUMMARY

Phoenix Training's Complaints Policy provides the framework within which anyone who is dissatisfied with the organisation can raise their concerns. The framework also assists staff to deal with complaints from learners, employers, contractors, visitors and other interested parties.

INFORMAL STAGE

It is recognised that some concerns are raised informally, and these can and should be dealt with immediately. An informal complaint should be raised directly with the relevant Tutor, Trainer, or the Back Office team.

Any such concerns should then be raised promptly and directly with the individual against whom there is a concern where relevant.

We aim to resolve informal concerns quickly and effectively. If concerns are not satisfactorily resolved in this way complainants should follow Phoenix Training's formal Complaints process as outlined below.

FORMAL STAGE

The formal procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

RESPONSIBILITY OF THE COMPLAINANT

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should:

- Communicate their complaint in writing to:

Alison Fastnedge
Phoenix Training
604 Spur Road
North Feltham Trading Estate
Feltham
Middlesex TW14 0RX

- Bring their complaint to the attention of Phoenix Training within **8 weeks** of the incident occurring.
- Explain the concern as clearly and as fully as possible, including any action taken to date.

RESPONSIBILITY OF PHOENIX TRAINING

Phoenix Training welcomes feedback to enable us to improve our services. We will respond to any dissatisfaction with our services fairly and promptly.

- You will receive an initial response within **48 hours** of receipt of your formal complaint.
- Your complaint will be investigated and a response sent to you within 10 working days detailing our findings.
- A further, more detailed response will be sent on conclusion of a full investigation if relevant.
- You may be offered a meeting with the parties involved if appropriate.
- All informal and formal complaints will be logged.

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- These will be retained for a period of 2 years following resolution and closure of the complaint at which point all information relating to the complaint will be deleted.

APPEALS AND ESCALATION PROCESS

You may appeal to if you are dissatisfied with the outcome of your complaint. Your appeal must be submitted within **10 working days** from receipt of the complaint response. Your appeal should be sent, in writing to Alison Fastnedge at the address given on page 1.

If you have fully exhausted our complaints procedure, have evidence of this and remain dissatisfied, you can contact the Awarding Organisation (AO). You can also contact the Awarding Organisation (AO) if you are being prevented from exhausting our complaints procedure, or if you are no longer able to contact us because we are no longer trading.

HOW TO COMPLAIN TO THE AWARDING ORGANISATION (AO)

The Awarding Organisation (AO) only accept complaints in writing, by email or letter, except where they are required to make reasonable adjustments. Please let them know if this applies to you, either through a third party or calling them and they will arrange for someone to handle your complaint accordingly.

If you have difficulties in providing details in writing or if you are under 18, they will consider complaints made on your behalf by a third party. You will need to confirm that they can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, they will need written permission from everyone. When you contact them about your complaint, you will need to provide them with the following:

- the name of our organisation
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted our complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
- permission to disclose details of your complaint to us
- if you are acting on behalf of a learner, evidence that you have their permission to do so

WHAT HAPPENS NEXT

On receipt of your complaint, they will check:

- if you are a registered student with them
- if it falls into one of the categories they investigate
- if the original decision or action complained about occurred more than 12 months ago
- whether you have exhausted our complaints procedure including any appeals process, The Awarding Organisation (AO) will acknowledge receipt and send a copy of their procedure. They will also inform you of whether the complaint is one that they can investigate. If the Awarding Organisation (AO) cannot investigate your complaint, they may also signpost you to another organisation that may be able to help you.

The Awarding Organisation (AO) will appoint an officer with appropriate knowledge and expertise to investigate your complaint. If they can investigate, they will email a summary of the complaint to you. In some complex cases, they will request that you agree to the summary. Within 10 working days of

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agreeing a summary, the Awarding Organisation (AO) will send the information that you have provided along with a summary of the complaint to us. They will then ask us to share with them:

- details and copies of the relevant procedure
- confirmation that our procedures have been exhausted
- a response to the summary of complaint, together with relevant documents
- confirmation that they can share the information provided with you

If our procedures have not been exhausted, the Awarding Organisation (AO) will let you know that they will not investigate the matter further until that has happened. If they decide we have unduly delayed resolving the complaint or will not resolve the complaint within a reasonable timescale, they may continue to investigate.

If the Awarding Organisation (AO) need more information, they may contact those involved to get further information or evidence. The Awarding Organisation (AO) aim to finalise the findings within **25 working days** of your complaint summary being agreed. They will notify you of the outcome and their findings, and that will conclude the investigation. If at any point during the investigation, they encounter a delay in responding to or providing correspondence, they will notify you of the delay and provide details of when you can expect a response.

CONFIDENTIALITY

Phoenix Training will keep you informed of progress with your complaint and how we are handling the information provided under this Complaints Procedure. Where an investigation is required, your information may be shared with other Phoenix Training staff members or external third parties.

Before sharing your information, we would inform you of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others. In the case of young people under the age of 18 raising a complaint, depending on the nature of the complaint, we may be obliged to inform their parent/guardian.

REVIEW

This policy will be reviewed on an annual basis or following changes to Government updates and statutory guidance in relation to Covid-19 and company risk assessment policies and processes.

APPENDIX 1

Formal Complaint Form

It is assumed that in making a formal complaint you will first have taken your complaint through the informal stage. By submitting a complaint, a learner should understand that Phoenix Training will itself need to gather information about the matters raised, and that this information may include sensitive personal details. This form is for use by any learner of Phoenix Training, any learner applicant, or by a group of learners acting collectively, provided all named individuals have signed up to it. Please be aware that Phoenix Training takes a strong view about complaints which it finds to be frivolous, vexatious or malicious. Anonymous complaints will only exceptionally be considered.

Name of complainant: (Your name)
Employer:
Email address:

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Contact telephone number:
Date of complaint submission:
Description of your complaint:

Please provide details of:

1. the background to your complaint, including stating the relevant facts and events involved chronologically, together with relevant dates.

2. the issue(s) which you wish to be considered.

If you have several issues, please list these, and provide details of each separately.

The History of your Complaint at the Informal Stage. Please provide details of how you have raised these concerns so far including:

a) a description of the steps you have taken to resolve this matter informally, for example by raising it with the relevant staff

b) details and names of the people with whom you have raised this complaint informally, e.g. your employer or Tutor.

c) the outcome of the complaint at the informal stage

d) the reasons why you feel that your complaint remains unresolved.

Additional documents

Please list any additional documents or other evidence you are submitting in support of your complaint.

Resolution sought. Please tell us what resolution you seek and why you believe this remedy is appropriate.

Please send your complaint to:

Alison Fastnedge
Phoenix Training
604 Spur Road
North Feltham Trading Estate
Feltham
Middlesex TW14 0RX

Signature Date:

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APPENDIX 2

DEFINITIONS

Complaint

A complaint is defined as an oral or written expression of dissatisfaction with an aspect of Phoenix Training's services.

Vexatious Complaints

A complaint may be considered to be vexatious when it may or may not be the latest in a series of requests and it:

- clearly does not have any serious purpose or value
- is designed to cause disruption or annoyance, or gives rise to disproportionate inconvenience or expense
- has the effect of harassing the company, learners and/or staff
- can otherwise fairly be characterised as obsessive or manifestly unreasonable.

Frivolous Complaints

A complaint may be considered to be frivolous where:

- it is clear that is not serious or sensible in content, attitude or behaviour
- there is an absence of clear desire for a sensible or reasonable form of redress.

Malicious Complaints

A complaint may be considered to be malicious where:

- there is evidence of intention to do harm or mischief
- it is reasonable to assume that the complainant intended to do harm or mischief
- malice may be implied where e.g. it is clear that no redress is sought.

Unsubstantiated Complaints

A complaint may be considered to be unsubstantiated where:

- after investigation of the complaint where during the course of which the complainant was given full opportunity to provide evidence in support of the complaint, no prima facie evidence has been provided to Phoenix Training.

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AWARDING ORGANISATION

CILT(UK) Awarding Organisation

The Chartered Institute of Logistics and Transport in the UK
Earlstrees Road
Corby
Northants
NN17 4AX
Tel: 01536 740100
Fax: 01536 740101

CILT (UK) is an awarding organisation recognised by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.