

Policy for Managing Complaints & Feedback

This policy is designed for responses to written complaints, negative feedback and positive feedback. The policy applies to Up-Skilled Ltd (hereafter Up-Skilled).

Up-Skilled is committed to furthering the best interests of learners, stakeholders, staff, volunteers and the public to promote social interaction. Up-Skilled have a responsibility to respond to complaints and feedback, whether positive or negative, in an appropriate manner and to take any action required. Up-Skilled believe that feedback should also include responding to criticisms and suggestions.

Up-Skilled complaints gives an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. A complaint is an expression of dissatisfaction with any aspect of Up-Skilled. A complaint may be received verbally, by telephone, by email or in writing. All complaint information will be handled sensitively and confidentially.

Complaints

Complaints specifically related to Up-Skilled:

- Where possible acknowledgement of a complaint by a written form will be given within 5 days of its receipt. A response may take longer if staff members who collect the post/reply to emails are on holiday or indisposed for any other reason. A standard written letter will be sent giving clear timeframes and an explanation of what will happen next. The letter will be written by the person who receives the complaint.
- The person who receives the complaint will discuss the complaint with the Director (Scott Hamer) who will designate two senior management members of staff to investigate the complaint and provide a response. The investigation will not be undertaken by anyone directly involved with the matter identified by the complainant.
- A detailed written reply will be sent by the Director (Scott Hamer) within 15 days of the acknowledgement letter. If this is not possible because, for example, an investigation has not been fully completed, an update on progress will be sent with an indication of when a full reply will be given.
- If the complainant is not satisfied with the response, he/she will be invited to meet with two senior management members of staff to discuss further. These senior management members will be designated by the Director (Scott Hamer). If the complainant prefers a telephone conversation, the Director (Scott Hamer) will decide who will undertake this and two senior management members will be present. Following the meeting or conversation a letter will be sent by the Director (Scott Hamer) summarising the content of the meeting or telephone conversation and confirming the decisions reached. The letter will also list any action(s) taken and a timeframe for review of the outcome of such action(s).
- Complaints, outcomes, actions and review timeframes will be shared with senior management members and recorded in the minutes of the appropriate meeting (i.e. Management meetings).

Negative Feedback

Negative feedback may include comments about a course delivered by Up-Skilled or be more generalised about the company itself.

- Acknowledgement of negative feedback will be given within 14 days of its receipt. This will be

done by the person who receives the feedback and may be by letter, telephone or email. This person will explain that the matter will be discussed at the next relevant management meeting and the date of the meeting will be given. If there is no acknowledgement within 14 days, an explanation for the delay will be given, including a timeframe for a response. An acknowledgement within 14 days is not always possible if, for example, if relevant members of staff are on holiday.

- Negative feedback will be shared with senior managers and recorded in the minutes of the appropriate meeting (i.e. management meetings).
- A response will always be given by a designated senior manager within 14 days of the committee meeting. This will be by letter.

Positive Feedback

- Positive feedback will be shared with senior management and recorded in the minutes of the appropriate meeting (i.e. standardization/ management meeting).
- If it is agreed that personal acknowledgement is required, a designated senior manager will undertake this task. This will be by telephone, letter or email.

How to complain and give feedback

Complaints, negative feedback and positive feedback can be emailed to: info@upskilled.co.uk

Administration will refer the matter to the most appropriate senior manager who will then proceed as above.