

# ETT Complaints Policy

**Signed:** 

**Position:** Chief Executive

**Date:** November 2019

**Review Date:** November 2021

## Complaints Procedure

### Introduction

ETT is committed to providing high-quality services and will attempt to resolve any problems in our services as quickly as possible. We also consider complaints to be an important source of information for improving our services for the future. If you want advice before making a complaint or taking a complaint to the next stage, we will be happy to help you. We will not register a formal complaint unless you ask us to.

### Definition of a complaint

An expression of dissatisfaction, however made, about the standard of service, action or lack of action by ETT or its staff, affecting an apprentice, customer or candidate.

### How we will handle it

We will try to resolve your complaint immediately, and with the minimum of inconvenience to you. The first step is for us to be really clear on what the problem is, and to identify with you what we can do to put it right. The more information you can give us the better. To help us deal effectively with your complaint, we ask that you make use of the relevant **Complaint Form** which can be downloaded from the ETT website.

## C&G Making a formal complaint

### Time limits

You must make your complaint within 20 days of the issue arising. Ideally you should make your complaint as soon as possible, to enable us to investigate and respond to your complaint in a timely manner.

We are committed to dealing with all complaints as quickly as possible and will normally follow the time limits set out in this procedure. You will be informed of any delay and the reason for it if one should arise.

### Stage One

The complaint should be submitted to us using the ETT Complaint Form (Appendix 1). This can be posted to **Complaints, ETT, Units 57-59 Ballymena Business Centre, 62 Fenaghy Road, Galgorm, BT42 1FL**, faxed to **02825630725** or emailed to **amanda@ett-ni.org**. A written acknowledgement of your complaint will be sent within three working days of receiving it. You should expect to receive a reply within 5 working days of us receiving your complaint. If we can't give you a full reply within that time, we will tell you when we will be able to do so. If your complaint is particularly complex in nature, we will seek to keep you informed of the progress we are making as our investigations continue. We will aim to resolve your complaint within 5 working days initially but if this is not possible, we will agree a timeframe with you which are no greater than 20 working days.

Our complaints procedure involves two Stages, with Stage 2 involving an investigation by the Chief Executive (CEO).

### **Stage Two**

If, when you receive our reply to your complaint, and you are not satisfied that we have done everything possible to answer it, you can ask the Chief Executive to review your case. You must put your complaint in writing. You should include:

- full details of your complaint and all matters related to it;
- copies of any previous correspondence with us related to your complaint, or enough information to help us trace this correspondence quickly.

You should also tell us what you think we should do to resolve your complaint.

An acknowledgement of your complaint will be sent within three working days of receiving it. The Chief Executive will send you a full reply within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply.

### **Stage Three**

If, when you have a full reply from the Chief Executive, you are still not satisfied that we have done everything possible to answer your complaint, you can ask for it to be referred to the ETT Chairman. You must clearly set out the reasons for requesting a review and enclose any additional evidence in support of your complaint. You should also explain what you would like to happen to resolve your complaint. We will acknowledge your request within three working days. The Chairman will investigate whether we have handled the matter fairly in line with our policy and procedures, and whether we should do anything else. The Chairman will reply to your complaint within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply. The reply from the Chairman will explain the basis of his / her decision. This decision is the final decision on behalf of ETT.

### **Rights and responsibilities**

We will:

- deal with all complaints within the time limits set out in these notes
- make sure that we deal with all the points you raise, and that our replies explain the outcomes clearly
- handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response
- keep records of complaints separate from other records
- ensure any complaint you make, will not be used to your disadvantage in the future
- always be polite

If you are making a complaint, you should:

- give us full details of your complaint
- deal sensitively with issues
- always be polite
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## **EAL Complaints**

### **HOW TO MAKE A COMPLAINT**

If you are not satisfied with the service you have received from EAL, please send a written complaint to [customercare@eal.org.uk](mailto:customercare@eal.org.uk) using EAL's Feedback and Complaints Form located on the ETT website. Written complaints should be submitted within one month of the event you are complaining about. In the event of a complaint against a centre, the centre's own complaints procedure must have been exhausted before referring to EAL.

Subject to receiving contact details, EAL will acknowledge receipt of your complaint within 2 working days. EAL aim to investigate the complaint within 10 working days. If your complaint is more complex, we may extend this to 30 working days. We may contact you within this period to seek further information or clarification.

### **CONFIDENTIALITY AND WHISTLE BLOWING**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998. When making a complaint it is always preferable to reveal your identity and contact details to us, however if you to remain anonymous please inform us that you do not wish for us to divulge your identity. We are not obliged (as recommended by the regulator) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty. If you wish to remain anonymous we will investigate such complaints in accordance with our Whistleblowing policy and relevant legislation.

### **WHAT IF I AM NOT HAPPY WITH THE DECISION?**

If you are dissatisfied with the decision, you may appeal this within 20 working days of EAL's decision being communicated. Please refer to our Appeals Policy which can be found on the EAL website, and in Smarter Touch document library.

We reserve the right to cease corresponding with a complainant where we believe, in our reasonable opinion; the continuous contact is vexatious or abusive.