COMPLAINTS PROCEDURE

OBJECTIVE

To enable Port Training Services (PTS) to receive, investigate and effectively resolve complaints.

PROCEDURE

The definition of a complaint is: "a written or spoken statement in which someone says that somebody has done something wrong or that something is not satisfactory".
PTS view a **complaint** as feedback advising us about something that has made our customers (including learners and visitors) unhappy about the service they have received or that the service falls short of their expectations.

At PTS we aim to provide high quality services for all of our learners, customers and visitors. Therefore, it is important that all who use PTS are able to express their feelings and experiences of the services we provide, both positive and negative.
If PTS know what our learners, customers and visitors' experiences are, we can build on what we are doing well and introduce changes where required to continuously improve the service we offer.

HOW TO MAKE A COMPLAINT

A complaint can be made by either completing the attached form (all forms will be logged, analysed and reported on), telephoning PTS main office on 01670 357030 or emailing PTS at info@porttrainingservices.co.uk.

Please note, any learner wishing to appeal against an assessment decision should follow the PR01 PTS Assessment Decision Appeals Procedure and not the complaints procedure.

STAGE ONE

In the first instance the complainant is encouraged to discuss their complaint directly with the person(s) involved (i.e. for a learner, direct with their instructor/assessor, or the QA Leader if the complaint is about the assessor or Head of Training if related to overall customer service and quality provision).

If the complaint remains unresolved or they are still aggrieved, then the complainant will be encouraged to progress to Stage Two.

If the matter is deemed serious, or if the complainant is unable to raise the matter directly with the person(s) involve the complaint can move directly to Stage two.

STAGE TWO

If following Stage One the complainant is unhappy with the response given or are dissatisfied with the way the complaint is being handled, then the complaint will be formalised using the complaints form (IQ28).

Receipt of the form (IQ28) will be acknowledged to the complainant within 2 working days. An investigation will be conducted by the QA Leader, who will contact the complainant within 10 working days with the conclusion.

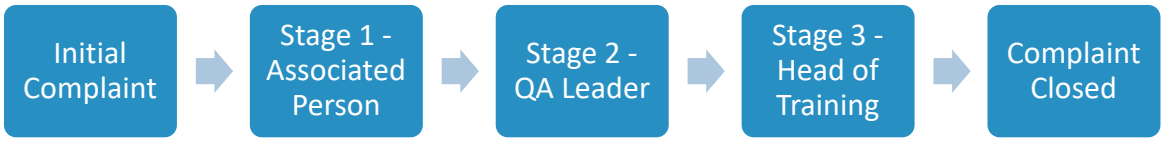
STAGE THREE

If unhappy with the outcome of the complaint following Stage Two the complainant can escalate the complaint to Stage Three by writing direct to the Head of Training, within 5 working days of receiving feedback about the complaint after stage Two. If the complaint is about the Head of Training, then it will be passed to the Port of Blyth HR Manager.

The Head of Training will investigate the complaint and review the findings of the Stage Two investigation, responding to the complainant within 5 working days with the outcome.

This will be the final stage of PTS Complaints Procedure. However, if the complainant is still unhappy with the outcome, they have right to contact the awarding body (where applicable).

Where a complaint is upheld, clear feedback will be given to the complaint on the investigation, root cause analysis, and agreed actions to rectify the complaint. Records of all outcomes and investigations will be retained for stage 2 and 3.



REVIEW AND TREND ANALYSIS

Complaints will be regularly reviewed by the QA Leader and Compliance Manager as a quality assurance process to help identify any recurrent issues / themes. Such feedback will be used to evaluate and improve learning programmes and delivery, the learners experience and overall performance and quality service provision of Port Training Services.

COMPLAINTS TO AWARDING BODIES:

All learners on regulated qualifications (including all NVQs) have the right to complain to the awarding body once they have exhausted the PTS Complaints Procedure

An awarding body will deal with complaints about:

- Assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- Dissatisfaction with the way in which PTS has handled the complaint

An awarding body will **not** deal with complaints about:

- Assessment decisions (For appeals against an assessment decision follow the Assessment Decision Appeals Procedure).
- The wider experience of being a learner with PTS (e.g. support services, funding, facilities)

Further information can be obtained directly from the awarding body (for example See SQA's Customer Complaints and Feedback web page).

All learners on regulated qualifications (including all NVQs) have the right to complain to Ofqual once they have exhausted PTS complaints procedure and the awarding body's Complaints Procedure.

ESCALATION TO AN EXTERNAL AGENCY

Where the complaint concerns a learning programme that is funded by the Department for Education (DfE), all learners have the right to complain directly to the DfE, at the contact details shown:

Email: nationalhelpdesk@apprenticeships.gov.uk
Telephone: 0800 015 0400 (9am to 5pm, Mon-Fri)

A copy of this policy is available on the PTS website, made available to learners and employers during induction and upon request by any interested party.

IQ28 COMPLAINTS FORM

When you have completed this form please send it by email to info@porttrainingservices.co.uk or by post to Port Training Services, Energy Central Learning Hub, Quay Road, Blyth, Northumberland, NE24 3PA.

Your Details	
Your Title	
First Name	
Last Name	
Address	
Post Code	
Contact Details Telephone Number and E-mail Address	
Please give details of your complaint. Please tell us what you think went wrong, how it has affected you and what you think should be done to put things right:	

Internal use only:				
Complaint upheld:	Yes		NO	
Summary of investigation				
Agreed Actions (where applicable)				
Date Closed				
Signature				
Name			Job Title	