



Complaints

Eastern Region Roof Training Group

Eastern Region Roof Training Group (ERRTG) is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Definition: defines a complaint as 'any expression of dissatisfaction (with ERRTG, with a member of staff) that relates to ERRTG and that requires a formal response'.

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

ERRTG's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to ERRTG's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in ERRTG;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow ERRTG a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond ERRTG's control.

Responsibility for Action: All Staff, and Trustees of ERRTG.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and ERRTG maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

The Procedure:

Eastern Region Roof Training Group (ERRTG) operates a simple three step approach for the ease of handling complaints. This policy is reviewed annually by the Company Director to ensure that any improvements to the ERRTG service are identified and acted upon efficiently. Complaints will be treated positively and used as an opportunity to improve the level of service provided. The complaints procedure forms part of the company's quality management process.

Step One: Customers who wish to complain about any aspect of the service that they have received from ERRTG are requested to initially contact the tutor who dealt with their training. Contact should be made either in writing or by telephone where the Tutor will aim to rectify the complaint either:

- Immediately over the telephone/Email
- by arranging a 1-2-1 meeting with the customer within three working days

Where the Tutor is temporarily unavailable to deal with the issue, the Company Director will write to the client within two working days and inform them of the date and time when a personal response from the Tutor can be expected. In any event, this response will be within fourteen days.

In most cases, contacting the Tutor direct will rectify the issue. If, however, the customer is dissatisfied with the outcome of this response, they may progress their complaint to the second stage of this procedure.

Step Two: The Company Director of the company will investigate the complaint and will:

- Contact the client within five days to discuss the complaint
- Liaise with the Tutor involved in the project
- Write to the client within seven days with findings of the investigation
- Take the necessary steps to rectify the issue

Step Three: Where a Customer remains dissatisfied with the outcome of this process, they have the right to appeal the decision by passing their complaint direct to the Awarding Body responsible for that particular award.

Assessment Appeals Procedure:

