



# HCT Learning

## Quality Assurance Manual

### 2020

#### **Complaints, Compliments and Feedback Policy**

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### 1 Complaints, Compliments and Feedback

The policies below will outline the procedures at HCT Learning for gathering and processing complaints, compliments and feedback.

#### 1.1 Complaints

HCT Learning has developed a complaints policy that is accessible to our clients, learners and trainers. This policy is clear and easy to understand. HCT Learning welcomes constructive criticism as we see it as an opportunity to improve our services, delivery, resources and supports, as a result different means of complaints have been created for them to provide us with feedback. These include:

- Anonymous complaints
- Informal complaints
- Formal complaints

All such complaints will be taken seriously and action taken where appropriate. HCT Learning makes our complaints policy available in a number of different methods, including:

- Website.
- Link to our policy in a number of different standardised emails that are generated from MyHCT including the booking form and results letters. However the link is also accessible in all emails generated from HCT Learning.
- Learners attending our programmes are provided with our complaint policy in their programme information pack.
- Complainants may contact Lantra regarding their complaint

### **1.1.1 Anonymous Complaints**

Learners are given the opportunity during the programme they are attending to provide us with anonymous comments regarding their learning experience through the mid and end feedback. The Administrator is required to read and report on feedback received on each programme delivered, where any negative comments or grievances have been expressed on a programme, the Centre Director or Training Manager are required to be notified and where required investigated.

### **1.1.2 Informal Complaints**

HCT Learning believe whenever possible to deal with complaints on an informal basis using meetings, telephone calls and emails with the person making the complaint and other parties such as trainers, staff, other learners attending the programme, or in the case where it is in relation to physical factors i.e. equipment, venue. Depending on the nature of the complaint learners are asked to discuss their grievances with the Trainer delivering the programme or with their Programme Coordinator who would have initially booked them onto the programme, with a view of resolving the issues. Informal complaints are documented and monitored and if required corrective measures will be put in place if a situation is identified as reoccurring.

### **1.1.3 Formal Complaints**

Any Learner, Client or Trainer associated with a programme which HCT Learning is engaging in the delivery of can make a formal complaint. Formal complaints are taken seriously as it can reflect on the centre negatively. HCT Learning believe in taking, where required, full accountability for these grievances based on service or treatment received and will ensure that where required corrective

measures will be put in place in order to fit in with our mission, vision and ethos. HCT will always ensure that no complaint made will be used to disadvantage any person in the future.

#### **1.1.4 Complaint Procedures**

- The person making the complaint will be required to put their allegation or grievances in writing to the Training Manager or directly to the Centre Director within one week after the grievance has emerged. This can be done via letter or email.
- Acknowledgments of receipt of the complaint will be given 5 working days after the complaint has been received.
- All complaints received by HCT Learning will be handled in confidence and without prejudice.
- Depending on the nature of the complaint HCT Learning will determine how to deal with the grievance most effectively.
- In the case where it involves a staff member HCT Learning will be required to seek external advice from Peninsula who oversee our HR policies and procedures.
- Where the complaint is based on the delivery of a programme HCT Learning may be required to be reviewed by the Academic Council.
- HCT learning will investigate all complaints within 30 working days of receipt, however if the process takes longer, we will keep you updated every 20 working days.
- HCT will issue a clear and concise written response.
- If the complainant is unhappy with the response they have received they do have the option to appeal the decision to the Centre Director within 10 working days, the Centre Director will review all findings and may need to meet with them or other parties involved to discuss the complaint. Depending on the complaint the Centre Director may need to seek external advice with the complainant's permission. The decision of the Centre Director will be communicated in writing after the investigation has been completed and is final.
- The Academic Council will review all formal complaints made regarding programme delivery and implement actions and timelines required in order to complete a full examination.
- Advice will be sought from the Academic Council for unresolved complaints.
- All complaints will be recorded using our Customer Complaints Form.

### **1.1.5 Action to address Complaint against staff member**

On occasion it may be necessary for the company to conduct an investigation meeting to clarify a particular incident or occurrence prior to any potential disciplinary hearing. The purpose of this investigatory meeting is to establish the facts about a particular incident or occurrence, and the details of which will remain completely confidential. The investigation will be carried out by a designated member of the management team or, if necessary, in the case of any possible conflict of interest, an agreed external third party. In either case, the person nominated will have appropriate training and experience and be familiar with the procedures involved. The designated investigator will meet with you and any witnesses or other relevant persons individually. The person investigating the complaints will make every effort to carry out and complete the investigation as quickly as possible. This investigation meeting itself should not be interpreted as a disciplinary hearing as no disciplinary sanction would ever be issued on foot of an investigatory meeting. Instead, the facts established in an investigatory meeting may be used to identify whether or not a formal disciplinary hearing ought to be conducted.

HCT Learning records complaints and reviews these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the impact on other learners is considered and action is taken to ensure learners are not disadvantaged.

Where it has been established that a complaint is valid, we will take appropriate action that will be proportionate to the gravity and scope of the occurrence. This will be documented at management meeting and added to the risk register.

## **1.2 Compliments**

We define a compliment as an expression of praise concerning a high level of service delivery and/or customer care received.

Compliments and feedback which warrant a response will be replied to within 10 working days.

Compliments and feedback may be communicated internally with the customers approval. Compliments to trainers are communicated through their end submission feedback.

### **1.3 Feedback**

Learners, Clients and Trainers are requested to provide feedback throughout our programmes. This can be through the mid and end feedback forms or at any time over the phone/email etc.

As a centre we also gather statistical information regarding all steps of the programme from the early stages of planning right through to after submission. This is monitored and reported through our Red Flag System detailed below.

#### **1.3.1 End Submission Cycle Feedback**

We ask our clients to fill out our End Submission Cycle Feedback. This anonymous feedback allows the client the opportunity to provide honest feedback as they or their learners have gone through certification.

Questions have been designed around the following headings:

- Procedures
- Programme coordination
- Training delivery
- Communication
- Certification
- Aftercare

#### **1.3.2 Red Flag Monitoring System**

HCT Learning has developed a Red Flag Monitoring system. Once feedback has been received and is under 70% satisfaction rate it will automatically trigger a Red Flag response. The Red Flag has been created on all our monitoring reports. It uses a 10-point scale to record the information and where feedback is under 7 (70%) the Red Flag issues. Corrective action protocols have been implemented for a result of 7 (70%) or less. Below details the feedback reports this covers.

- Learner feedback
- Client feedback
- Trainers feedback

- Trainers overall performance
- Booking form processes
- End Submission Cycle Feedback once completed
- Learners attending
- Learner completion of programme
- All learners results

Feedback generated will be provided back to HCT Learning in a statistical format, with a view of providing us with good practices along with highlighting areas of improvement that we may wish to consider. Information will be presented at bi-monthly meetings and where areas of improvement are found minor modifications are identified and brought forward for change as per our Programme Monitoring for Submission Cycle Report.

### 1.4 A36 Customer Complaints Form

Name	
Position	
Person Compliant is against	
Time/ Date	
Location:	

Reasons for Complaint	
1	
2	
3	

Please Expand on the Above Reasons

Action to be Taken