

Policy Name	Complaints Policy
Policy Code	ETP 7.02
Policy Author	Head of Training & Quality
Revision Number	2
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Expected Revision Date	+2 Years

7.3 Complaints Policy

7.3.1 Policy Statement

Elevation Training is committed to providing an excellent service. Feedback is an essential part of evaluating its systems and continuing this excellent service.

Elevation Training welcomes complaints as they provide an indication of areas where improvement in practices are required. All complaints are carefully evaluated, in the strictest of confidence, and where necessary action plans are put in place to rectify the situation. All efforts are made to resolve the situation without further upset to any party.

Learners, staff and stakeholders have the right to make a complaint about the service, should they be unsatisfied with their experience. No person is disadvantaged as a result of having lodged a complaint.

Complaints can be made by following the steps outlined in the Complaints Handling Procedure ([ETPR 7.3](#)). Each complaint is investigated in a timely manner.

The subject of any complaint has the right to be informed of the complaint made against him or her and has the right to respond to any allegations made against them.

Where an investigation requires the person involved to attend a meeting with Elevation Training staff, they may choose to bring a friend or family member with them for support.

Complainants are not entitled to information on the specific implications resulting from their complaint. They are informed only of the overarching result to protect the privacy of others involved.

7.3.2 Definitions

➤ **Complaint**

Identifying that something is unsatisfactory or unacceptable

7.3.3 Scope

This policy applies to all learners, staff and stakeholders within Elevation Training.

7.3.4 Who is responsible

The Head of Training and Quality is responsible for implementing this policy.

Working Documents
Complaints Form
Complaints Handling Procedure (ETPR 7.3)