



## **Comments Compliments & Complaints**

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### **Policy & Procedure**

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# Comments Complaints & Compliments

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## Policy Statement

Vision Rehabilitation Training Ltd welcomes feedback from all stakeholders including Apprentices, Employers, Sector Partners, Statutory and Voluntary Agencies, End Point Assessors and Staff. To ensure we provide the best possible opportunities for our apprentices we have developed a clear, fair and structured way of managing compliments and complaints in which we offer a supportive positive environment that openly addresses any issues in a timely and open manner.

- Vision Rehabilitation Training Ltd is committed to provided services that exceed expectations and industry standards. To enable to meet this goal we encourage feedback from all stakeholders with whom we engage.
- Our comments, compliments and complaints procedure is clearly structured, fair to all parties and is capable of producing tangible outcomes.
- We will strive to resolve any complaints informally in the first instance.
- All comments compliments and complaints will be formal acknowledged and resolved as quickly and as efficiently as possible.
- We will adhere to confidentiality regulations when handling information received from stakeholders. Information and details will be shared to people and agencies that 'need to know'. Written agreement will be sort prior to publishing or sharing information for the benefit of the organisation.
- Whilst we will accept anonymous comments, compliments and complaints we encourage full disclosure to enable us to respond clearly and openly to all parties.
- We will not accept any comments, compliment and complaints considered to be vexatious or those that are subject to legal proceedings.
- Complaints need to be made within 1 calendar month or an event or activity taking place. We may consider complaints beyond this timescale if there is good reason and if the complaint is still investigable. Comments and compliments are not bound by time.
- We will seek to identify and remove any barriers that prevent or deter stakeholders from providing comments, compliments, and complaints.
- We will be proactive in our efforts to hear our stakeholder's opinion, comments, compliments and complaints.

## Accessing the Process

To provide comments, compliments, and complaints:

- This policy document is available to view and for download at [www.visionrehabilitationtraining.com](http://www.visionrehabilitationtraining.com)
- In the first instance contact a member of staff directly – preferably face-to-face or by telephone or email
- If this is not possible contact Vision Rehabilitation Training
- by telephone on – 020 822 00033
- or by email at – [commentsandcomplaints@vittraining.co.uk](mailto:commentsandcomplaints@vittraining.co.uk)

## Timeframe

We will strive to respond to and process all comments, compliments, and complaints in a timely manner. However, if this not possible we will develop a timeframe in which the process can be followed effectively.

- **Comments and Compliments.** Acknowledgement of all comments, compliments will be made within 3 working days of receipt. No further formal feedback will be provided
- **Complaints. Acknowledgement and initial response** will be made within 3 working days
- **Formal response to the complaint** will be made within 7 working days (of the acknowledgement)
- **Resolution** will be provided within 10 days (of the formal response)

Whilst there is good intention to adhere to this timeframe it is likely that the availability of parties and staff will adversely impact on achieving this timeframe. Any delays will be communicated fully with all parties and a revised timescale developed.

## Making a complaint

We will endeavour to resolve complaints as quickly and efficiently as possible.

Informal Resolution – in the first instance contact a member of staff directly, either face-to-face or by telephone or email.

Assessment – if an informal resolution is not possible your complaint will be formally assessed.

- **Stage 1** – once assessed at this stage the complaint is either:
  - referred to safeguarding
  - acknowledged as a Complaint
  - acknowledged as a Comment or Compliment
- **Stage 2** – formal investigation of the complaint is undertaken
- **Stage 3** - formal response to the complainant
- **Stage 4** - resolution will be formalised and any actions or outcomes initiated. This will include a final response to the complainant

# Complaints Procedure

