

Customer Complaints Policy & Procedure

FAR Training is committed to providing a supportive environment to enable effective learning and development. We strive to provide the best quality services and to be responsive to concerns or complaints from any of our customers; whether they are of teaching or service-related in nature. Our customers are anyone who contacts FAR Training to request a service or is in receipt of a service including training and learning or related advice.

Positive as well as negative feedback from customers is recognised as a useful resource to enable us to improve the quality of our services and Apprenticeship provision. We therefore encourage all feedback from customers, including complaints. Our Complaints Policy and Procedure explains how we will handle complaints from all our customers.

Complaints Handling Procedure:

Initial stage: FAR Training aims to resolve complaints effectively and efficiently. This will be done initially via informal discussions using telephone conversations, emails and face to face meetings or letters sent with the appropriate persons. These complaints will be responded to by the appropriate person within 7 working days of receipt of the complaint. If the problem is not resolved, complainants should raise their complaint with one of the directors at far1training@gmail.com for a formal investigation.

Formal complaint stage: Where complaints are not resolved informally or if they are serious or too sensitive a formal complaints procedure is as follows – A formal complaint should be submitted to the directors at far1training@gmail.com

The directors will log any complaints onto a central complaints log and acknowledge receipt of the complaint within 2 working days. The complaint will be investigated by the appropriate director / complaint owner, within 14 working days of it being received. The complaint owner will pass their findings back to the senior management team for the central complaints log to be updated with the agreed outcome. The complaint owner will update the complainant of the outcome. If complainants remain dissatisfied after resolution through our formal process, we will advise them of their right to appeal.

Appeal stage: When an appeal is received, the directors will acknowledge receipt of the appeal within 5 working days of receipt and respond within 20 working days. Inevitably some issues will be more complex and may, therefore, require longer to be fully reviewed. Consequently, all timescales given for handling and responding to appeals are subject to change. In this stage, a copy of the complaint and any supporting documentation will be sent to an external freelance HR professional appointed to deal with such appeals. They will investigate the complaint and following investigation a written response will be produced detailing whether the complaint is upheld or not and detailing actions required to resolve the issue. The decision of the external professional is final.

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We will treat all complaints seriously, sensitively and with due consideration to all parties involved without any bias whatsoever. All complainants will be treated fairly and equally without reprisal for making a complaint in line with our Equality and Diversity and Safeguarding policies. All complaints will be logged in the central complaints log and resolved within 14 working days, but inevitably some issues will be more complex and may take longer. Where this is the case, we will inform the parties within 14 days by phone and in writing mentioning when it is expected to be completed. Correspondence will be retained and attached with the complaint log for our records.

Once the complaint has been investigated and resolved to the complainant's satisfaction or where FAR Training can do no more, the central complaint log will be updated with the date, time and name of both the person who has resolved the complaint and the director amending the report to 'resolved'.

We will also learn from customer complaints where appropriate in order to improve future performance. The directors will review the central complaints log monthly to ensure all complaints are addressed and to identify trends and business risk.