

Complaints Policy, Procedure and Process

Policy

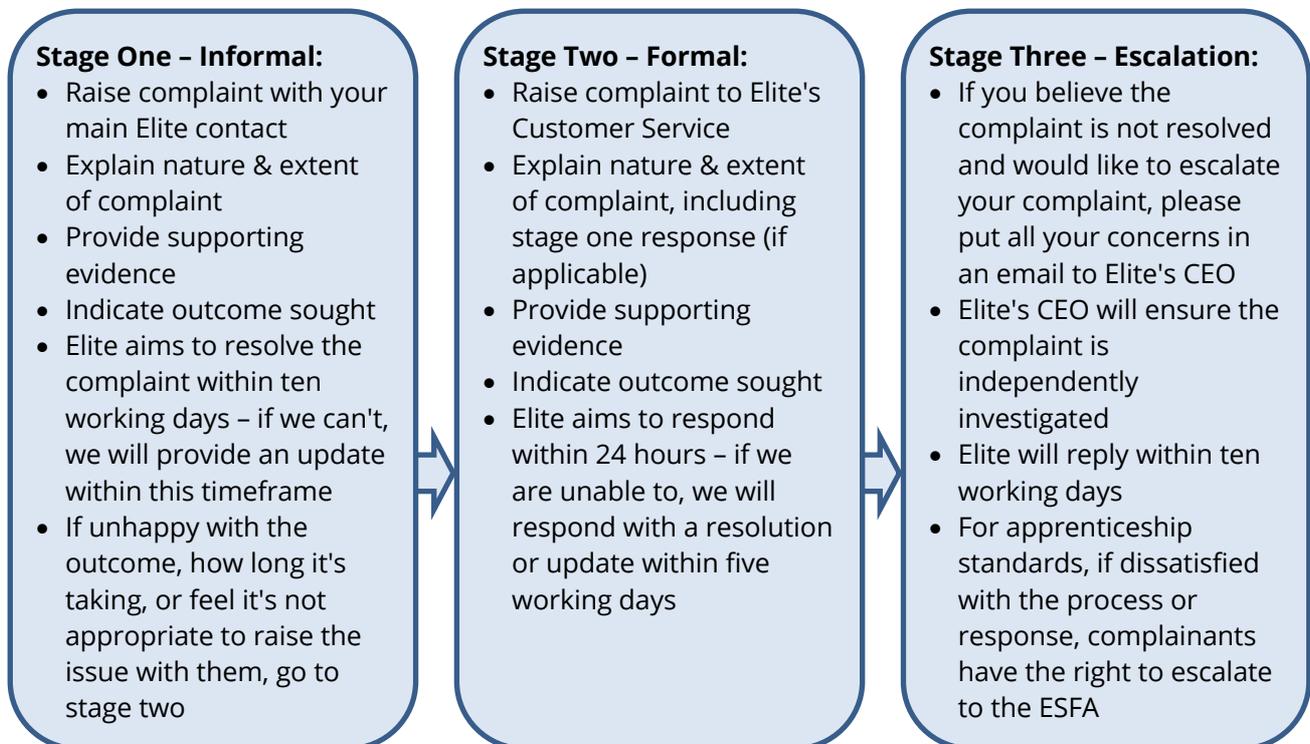
Elite Training European Limited (Elite) is committed to providing high quality Learning and Development (L&D) services and products, and meeting and exceeding customer expectations. We welcome your comments, feedback and suggestions, and seek to continuously improve our L&D services and products, and customer service.

Elite embraces a culture of good communication, openness and a willingness to co-operate and listen. Therefore, it's envisaged that the majority of issues, concerns or misunderstandings will be addressed and resolved informally in a timely and effective manner. Where such issues are unresolved, customers are encouraged to seek resolution of an issue by utilising this procedure, which aims to prevent unnecessary delay, ensure a full and fair assessment of the complaint's specific circumstances and resolve complaints to all parties' satisfaction.

A formal complaints procedure is seen as a last resort in the search for a solution to a problem. The following procedure applies to all of our customers, including learners/delegates on our training courses, L&D programmes or apprenticeship standards and their employers.

Process

Summarising the below procedure:



Key contacts

- Stage One – Informal:
 - Direct email of your main Elite contact, typically your trainer or Elite apprenticeship officer
 - Head of Training: training@elitetraining.co.uk
 - Head of Apprenticeship Standards: apprenticeships@elitetraining.co.uk
 - Head of Coaching: coaching@elitetraining.co.uk
 - Head of Business Games: games@elitetraining.co.uk
- Stage Two – Formal:
 - customerservice@elitetraining.co.uk
- Stage Three – Escalation
 - Chief Executive Officer (CEO): ceo@elitetraining.co.uk
- General:
 - Email: info@elitetraining.co.uk
 - Telephone: +44 (0) 20 3290 1473
 - Address: 3 Parkers Place, Martlesham Heath, Ipswich, IP5 3UX

Procedure

Stage One – Informal

- The complainant should raise the complaint in writing with their main Elite contact, typically their trainer or Elite apprenticeship officer. They should explain the nature and extent of their complaint and indicate the outcome they're seeking.
- The complainant should provide evidence to support any allegations made. Where supportive evidence is not provided, Elite reserves the right not to progress the complaint to the formal stage of the procedure.
- If the nature of the complaint is such that the complainant would feel uncomfortable or it's inappropriate raising it with their main Elite contact (e.g. Due to the sensitivity of the matter, its personal nature or confidentiality, the proximity in which they work, or it relates to a public interest disclosure), the complainant may present their complaint directly to Elite's Customer Service (Stage Two).
- Elite individuals receiving complaints relating to equality, diversity and inclusion, prevent, safeguarding, or public interest disclosures, will inform, and keep up-to-date, Elite's CEO.

- Elite aims to resolve all informal complaints within ten working days of the alleged incident, matter or concern – If this is not possible, Elite will provide an update within ten working days. Where a complaint is not resolved within this period, the complaint may progress to the formal stage.
- If the complainant is unhappy with the outcome or how long it is taking, the complainant may present their complaint directly to Elite’s Customer Service (Stage Two).

Stage Two – Formal

- The complainant should raise the complaint in writing with Elite’s Customer Service at customerservice@elitetraining.co.uk. They should:
 - explain the nature and extent of their complaint
 - including, if applicable, the response(s) received during stage one of the complaints procedure
 - indicate the outcome they’re seeking.
- The complainant should provide evidence to support any allegations made.
- If the nature of the complaint is such that the complainant would feel uncomfortable or it is inappropriate raising it with their main Elite contact (e.g. Due to the sensitivity of the matter, its personal nature or confidentiality, or it relates to a public interest disclosure), the complainant may present their complaint directly to Elite’s CEO (Stage Three).
- Elite Customer Service receiving complaints relating to equality, diversity and inclusion, prevent, safeguarding, or public interest disclosures, will inform, and keep up-to-date, Elite’s CEO.
- In the case of a complaint involving an employee, sub-contractor or delegate (including apprentices), Elite may:
 - conduct an investigation to consider the facts of the case
 - take details of any witnesses
 - interview parties relevant to the complaint – the interviewer is to act as an independent body
 - summarise the complaint for further action to be taken where appropriate.
- Elite’s Customer Service aims to respond to formal complaints within 24 hours and resolve within five working days – If this is not possible, Elite will provide an update within five working days.
- See below for resulting actions.
- If the complainant believes their complaint is not resolved and would like to escalate their complaint, the complainant may present their complaint directly to Elite’s CEO (Stage Three).

Stage Three – Escalation

- For escalation, the complainant should raise the complaint in writing with Elite’s CEO at ceo@elitetraining.co.uk. They should:
 - explain the nature and extent of their complaint
 - including, if applicable, the response(s) received during stage one of the complaints procedure
 - indicate the outcome they’re seeking.
- The complainant should provide evidence to support any allegations made.
- Elite’s CEO will ensure the complaint is independently investigated.
- In the case of a complaint involving an employee, sub-contractor or delegate (including apprentices), Elite’s CEO may:
 - conduct an investigation to consider the facts of the case
 - take details of any witnesses
 - interview parties relevant to the complaint – the CEO is to act as an independent body
 - summarise the complaint for further action to be taken where appropriate.
- See below for resulting actions.
- Elite’s CEO will prioritise addressing complaints relating to equality, diversity and inclusion, prevent, safeguarding, or public interest disclosures.
- Elite will reply within ten working days of the complaint being raised with Elite’s CEO.
- For apprenticeship standards, if dissatisfied with the process or response, complainants have the right to escalate to the Education and Skills Funding Agency (ESFA): Any complaint, concerns or enquiries regarding the apprenticeship may be escalated to the ESFA through the apprenticeship helpline on 0800 015 0400 or 0247 682 6482, or by email at nationalhelpdesk@apprenticeship.gov.uk.

Actions

- Actions relating to:
 - Elite’s employees will follow Elite’s disciplinary procedures, if applicable. The Customer Complaints Procedure does not form any part of the disciplinary procedure – If the complaint is upheld it is the decision of the employee’s line manager, in consultation with Elite’s Human Resources (HR), to determine the appropriate action.
 - Elite’s sub-contractors will follow Elite’s managing and monitoring subcontractors (to deliver high quality training) process, if applicable

- employer's employees (i.e. Training delegates, including apprentices) will follow the employer's disciplinary procedures, if applicable
- Customers shall note that the decision whether to initiate disciplinary action against an Elite employee or sub-contractor, is a management decision, will remain confidential and does not impact upon the outcome of the complaint.
- If disciplinary action is taken the complainant may be required to attend a formal disciplinary hearing in the capacity of a witness to substantiate allegations.
- Regarding action taken:
 - Elite will agree with the complainant action to be taken which impacts the customer
 - Elite will advise the complainant of action Elite will take to prevent the incident, matter or concern re-occurring
 - It's to Elite's discretion whether it advises the complainant of any non-disciplinary action Elite will take with Elite employees or sub-contractors

Operating Principles

- Elite acknowledges that there are two sides to every dispute. The procedure intends to provide both parties with the opportunity to provide evidence to substantiate their version of the issue/incident. Elite may provide full disclosure of any allegations or evidence made to both parties.
- All information supplied by customers will remain confidential for use within the complaints process. Only individuals directly involved with the complaint / investigation / resolution will be given access to the facts of the case.
- Complaints provide an important source of feedback on employer engagement and L&D services' and products' quality and outcomes. Elite records and monitors high-level formal complaints' data, including action taken with the client, employees/sub-contractors and for future prevention. Monitoring aims to ensure that Elite deal with complaints promptly and effectively.
- Anonymous complaints will not be accepted.
- Elite will not reveal the identification of any complainant.
- Any party involved in a complaint has the right to be accompanied and represented by a person of his or her choice at every relevant stage of the procedure.
- All staff that are dealing with complaints, shall, where appropriate, seek guidance and advice from internal/external sources to resolve complaints. The identity of all parties will be protected wherever possible.

Purpose

The purpose of this policy is to provide customers with a readily accessible procedure for addressing any problems or concerns they may have with Elite's service or products. This procedure should not replace normal customer-supplier dialogue. However, where such informal dialogue has failed to resolve an issue of concern, then a customer may utilise this procedure in an effort to have an issue resolved to his/her satisfaction.

Plan Communication and Review

Elite will:

- publish this complaints policy, procedure and process [on our website](https://www.elitetraining.co.uk/images/pdf/ComplaintsPolicyProcedureAndProcess.pdf) at <https://www.elitetraining.co.uk/images/pdf/ComplaintsPolicyProcedureAndProcess.pdf>
- inform all employees and training sub-contractors that a complaints policy, procedure and process is in operation and that they are obligated to comply with its requirements
- advise all apprentices that this complaints policy, procedure and process is published on our website
- monitor and review this policy, procedure and process annually to assess its implementation and effectiveness.

Links to Other Policies

If a customer complaint relates to:

- training quality or outcomes, Elite will apply its evaluating training quality and outcomes process.
- employer engagement, Elite will apply its employer engagement practice.

If a customer complaint:

- leads to employee disciplinary action, Elite will follow its disciplinary procedures.
- involves sub-contractors not meeting the high quality training expected, Elite will follow its managing and monitoring subcontractors (to deliver high quality training) process.

Elite shall take into account its duty to:

- promote equality, diversity and inclusion throughout this procedure, applying its equality, diversity and inclusion policy.
- prevent terrorism, extremism and radicalisation, applying its prevent policy.
- safeguard the welfare of all delegates, applying its safeguarding processes and procedures.

Elite's complaints procedure will be carried out in accordance with Elite's Health and Safety Policy.

Elite is committed to working within the requirements of the DPA and FOI Act, as set out in its Data Protection Policy. All Elite employees and sub-contractors are required to contribute to maintaining up-to-date and accurate records within these requirements. Any information relating to a third party will also be treated in confidence and in accordance with this Act.

Policy Notes

Policy:	Complaints Policy, Procedure and Process
Signed:	[COPY ON FILE]
Policy Owner/Signatory:	CEO, Karen Sticher
Last Updated:	23 October 2021
Next Review Due:	23 October 2022
Version:	4-00
Scope:	Elite trainers, whether employees, directors or training associates (sub-contractors)
Appendices:	None