

# CUSTOMER COMPLAINTS POLICY AND PROCEDURE

**Approved by:** Davies Learning Solutions Operational Management Team

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## 1. Introduction

This policy sets out the process for apprentices and employers to make a complaint about the service provided by Davies Learning Solutions.

We are committed to delivering a high-quality service and take feedback from apprentices and employers very seriously. It is our aim to settle complaints promptly, fairly and courteously in the best interest of all parties and to address areas where improvement is needed. We are keen to ensure that the interests and well-being of all those associated with a complaint are properly safeguarded.

Through our complaints process we ensure that:

- 1. Complaints and appeals are treated fairly, consistently, transparently and in a timely manner.*
- 2. Matters of concern can be raised without risk of disadvantage and any matter raised that may be considered in line with the principles of Whistleblowing will receive the same protections available to Whistle Blowers.*
- 3. Where complaints or appeals reveal any failure on our part, we take appropriate action to rectify this for the complainant and to identify any others who may have been adversely affected by the same issue*
- 4. We review aspects of our service in the light of any complaints or appeals.*
- 5. We maintain duties of confidentiality to third parties, or other legal duties, in responding to complaints and appeals.*
- 6. Complaints are logged centrally so that oversight of any emerging trends in complaints or concerns can be assessed by our Compliance Team.*

## 2. Definition

### 2.1. Expression of concern

An expression of concern is defined as an issue which a customer wishes to raise with a member of our staff, if you are not comfortable with this please contact our operations team for advice on who to contact. We will endeavour to resolve this informally to your satisfaction.

### 2.2. A Complaint

A complaint in this policy is defined as ‘The expression of a specific concern about matters that affect our action, lack of action or the standard of service provided by, or on our behalf’.

### 2.3. An Appeal

An appeal is a request for a review of a decision taken by the Davies Learning Solutions Management Team.

### 3. Process

#### 3.1 Stage 1 – Expression of concern

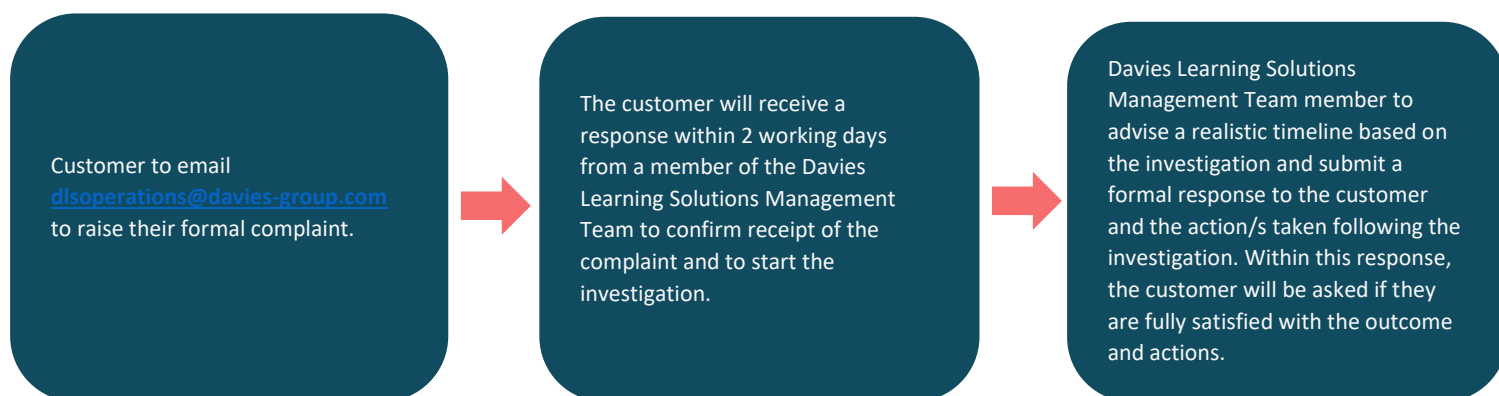
Where possible, an expression of concern should be raised immediately with the relevant member of staff. For learners this will be your coach and your workplace line manager. For Employer contacts, this will be your dedicated Client Success Manager. If you are not comfortable to do so, please email [dlsoperations@davies-group.com](mailto:dlsoperations@davies-group.com) for advice.

The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that most of the concerns will be resolved in this manner, with the guidance of managers where applicable.

If, as a customer, you remain dissatisfied with the outcome of your expression of concern, you may follow the below stage:

#### 3.2 Stage 2 – Formal Complaint

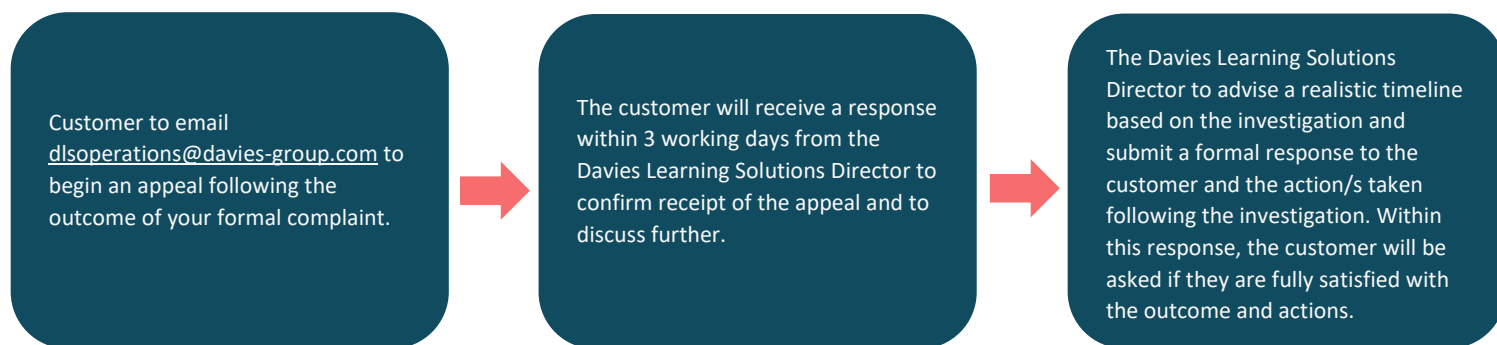
If your expression of concern has not been resolved satisfactorily through the informal process or within the timescales agreed, or you do not feel that it is appropriate to speak to one of the above members of staff, you may raise a formal complaint via [dlsoperations@davies-group.com](mailto:dlsoperations@davies-group.com) and our Davies Learning Solutions Operational Management Team will work to resolve via the formal complaint process below.



If, as a customer, you remain dissatisfied with the outcome of your formal complaint, you may follow the below stage to appeal the outcome of your formal complaint:

## 4. Guide to Appealing your Formal Complaint

If you are unhappy with the investigation and outcome of your formal complaint, it will be referred to a Davies Learning Solutions Director.



In the event that the customer is not satisfied with the appeal outcome, it will be raised with the Davies Learning Solutions Board and headed up by the Senior Partner, who will be responsible for making the final decision.

## 5. Complaint & Appeal Adjudicator

If after exhausting this process, you remain dissatisfied with the outcome of your complaint you can escalate your complaint to the Complaints Adjudicator at the Education and Skills Funding Agency (ESFA).

The ESFA can be contacted by using this link

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>