



## **Enquiries, Appeals and Complaints Statement**

### **Objective;**

To ensure complaints received from clients, candidates/learners/staff or anyone dealing with Swanton Consulting Ltd are investigated, managed efficiently and responded to in a timely manner.

### **1.0 Scope**

The complaints procedure must ensure there is an auditable trail for compliance with the Procedure, from complaint to resolution at whatever level a complaint is made. All complaints either minor or serious are covered in this procedure.

### **2.0 Enquiries, Appeals and Complaints Procedure**

This procedure will be communicated to all learners through Joining Instructions, throughout the assessment and on completion of the final feedback to the learner. Feedback forms will be issued to the learner at the end of the training and a copy will be kept in the learner portfolio.

### **3.0 Responsibility;**

All staff are responsible for:

- Passing the complaint to the Training Administrator where the complaint cannot be resolved by the tutor.
- All complaints, other than minor complaints must be referred to the Training Administrator, even if dealt with by the recipient. This is to ensure that they are logged centrally and can be considered in any improvement plan, or procedural change.
- Where the complaint is received by-telephone, the complainant is treated in a courteous and professional manner and escalated to the Training Director if appropriate. ... All complaints must be recorded.

#### **The Training Director is responsible for:**

- Keeping the complaints record up to date with progress of the complaint investigation.
- Providing a formal response to the complainant if required.
- Reviewing the Complaint Record to identify any service improvement opportunities.
- Investigating and ensuring implementation of any post-complaint service improvement initiatives and/or corrective actions, where appropriate.
- Providing a report and copies of the complaint correspondence.

### **4.0 Monitoring**

Monitoring the implementation of the process is as follows:

**The Training Administrator will check that:**

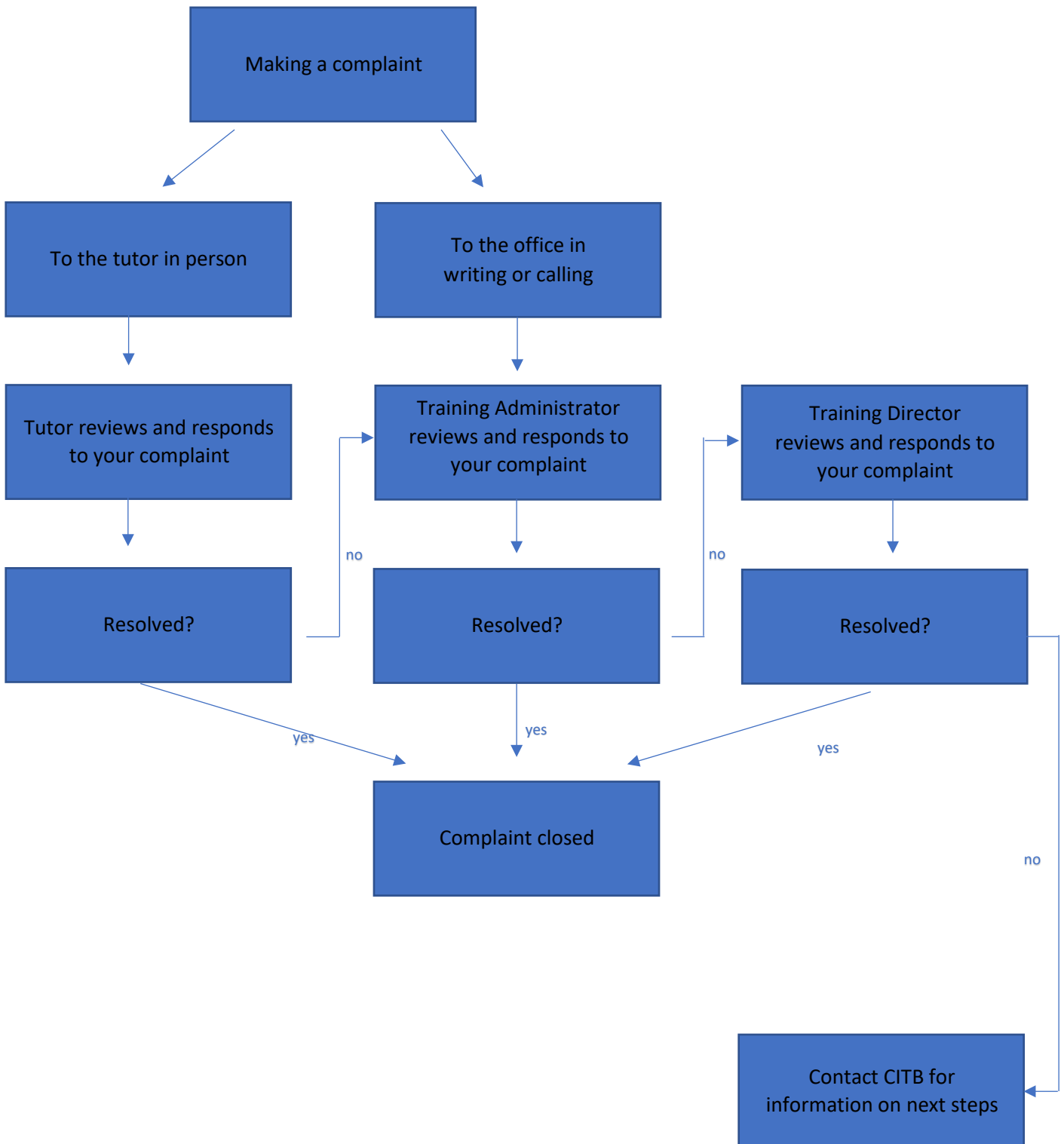
- A complaint record has been created and progress of the complaint investigation is fully documented.
- The complaint log has been updated.
- Responses have been provided in the defined timescales.
- Any subsequent service improvement or corrective actions have been considered and implemented where necessary.
- The senior management team reviews complaints on a quarterly basis as part of their monthly board meetings.

**5.0 Process**

In all cases, it is the responsibility of the individual who the complaint is made to, to offer advice and guidance. All Swanton Consulting Ltd training staff are to familiarise themselves with the complaints procedure and have a basic understanding of how to deal with a complaint. Swanton Consulting Ltd training staff have the following responsibilities in logging and dealing with a complaint;

- Any member of staff receiving a complaint by email/letter/phone/in person: Once a complaint is made it is to be dealt with at the lowest level if possible but still be recorded. All staff are to be made aware of their responsibilities and how to deal with a complaint annually at team meetings.
- Tutors are to deal with minor complaints if possible, however minor complaints are logged in the Complaint Record held with the Training Administrator. Any major complaint must be passed on to the Training Director who will then take the complaint further if required, again all complaints are logged.
- Training Director; Once a major complaint has been made it must be logged and followed through to a conclusion. A response to the complainant will be written within 2 working days of receiving the complaint. The Director will then investigate the complaint and send a written response to the complainer and a copy held on file.
- If the complainer is still not satisfied the Director will pass the complaint on to the awarding body.

**COMPLAINTS PROCESS**





## **Swanton Consulting Ltd**

### **Complaints Procedure - COMPLAINTS POLICY**

Swanton Consulting Ltd is committed to providing excellent services for our customers and achieving the highest standards of conduct. One of the ways in which we can continue to improve our services is by listening and responding to the views of our stakeholders. We therefore aim to ensure:

- Making a complaint is easy as possible;
- We treat a complaint as any clear expression of dissatisfaction with our services which calls for a response;
- We treat it seriously, whether it is made in person, by telephone, by letter or by e-mail;
- We deal with it promptly, politely, and where appropriately, informally;
- We respond in the right way-for example with an explanation, or an apology where we have got things wrong, or information on any action taken;
- We learn from our complaints and use them to improve our services;
- We provide responses which are clear and easy to understand;
- We are open and honest and deal with matters confidently;

### **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018.

### **How to make a Complaint**

Most concerns can be resolved easily by talking to your tutor during or after the training.

If you still feel that you need to make a complaint it is important that you contact us and tell us:

- What the complaint is;
- When it happened;
- What have you done about it;
- Whom you have reported it to and who was involved;
- How would you like it resolved.

You can make a complaint in writing, by email, by telephone or by person. We would encourage you to let us know your complaint as soon as possible but do ask that you complain within 1 month of the issue first arising if possible.

We believe that the majority of problems can be resolved by discussing the issue with relevant members of staff and we encourage you to do this.

When the issue has not been resolved or you wish to take the complaint to the next level, we will see the complaint through to a conclusion.



There are 3 stages to the complaints procedure and are as follows:

- Reviewed by the appropriate manager
- Reviewed by the training Director. You should advise us why you remain dissatisfied and advise us what you would like to happen to resolve your complaint.
- Reviewed by either a board member or the Managing Director. They will receive a report on your complaint, including copies of the information you have sent in. You will receive a copy of all documents and be invited along with a friend or representation to discuss your complaint.

### **Timescale**

We understand that it is important for you to have your complaint resolved as quickly as possible. As soon as a complaint is made we will reply within 2 working days. Thereafter at each stage we will provide a response within 5 working days, sooner if possible. In our reply to avoid any further delays we will also provide you with details of what to do next and named person to contact if you still remain unhappy.

### **Contact Details:**

We can be contacted at:

Swanton Consulting Ltd  
Anchor Bay Wharf, Manor Road,  
Erith, Kent, DA8 2AW

Tel: 0370 950 7707

Or: [training@swantonconsulting.co.uk](mailto:training@swantonconsulting.co.uk)

On behalf of Swanton Consulting Limited

Signed:  
Simon Bahaire BEng Hons DIS CEng MICE  
Director

A handwritten signature in blue ink, appearing to read 'S. Bahaire', is written over a faint, light blue circular watermark.

20<sup>th</sup> June 2025