



COMPLAINTS POLICY

Date Covering | September 2018 – August 2019

Controlled by **Brian Wilson – Director of Training**

A handwritten signature in black ink, appearing to be 'Brian Wilson', is located at the bottom left of the page.

1. STATEMENT

APT Health and Safety Training Solutions Limited believes should any person affected by the organisations activities wish to make a complaint or register a concern they should find the process as easy as possible. It is the organisations policy to welcome complaints and look upon them as an opportunity to learn and improve our services. This policy is intended to ensure that all complaints are dealt with in a correct manner and that all complaints or comments by third parties are taken seriously.

The policy is not designed to apportion blame or to consider the possibility of negligence or to provide compensation. This policy does not form any part of the organisations disciplinary policy.

APT Health and Safety Training Solutions Limited believes failure to listen or acknowledge complaints will lead to an aggravation of the situation, subsequently leading to dissatisfaction and possible litigation. The organisation supports the concept that most complaints, if promptly dealt in an open and friendly manner can be resolved at a local level between the complainant and the most senior on site person.

1. STATEMENT

In the event this fails due to the dissatisfaction of the complainant or the site operative, the complainant will be referred to APT Health and Safety Training Solutions Limited director and subsequently where applicable the relevant governing/accrediting body. Legal advice will be sort where the organisation feels necessary.

2. AIM

The aim of APT Health and Safety Training Solutions Limited is to ensure that its complaints procedure is properly and effectively implemented, and that third parties feel confident their worries, concerns or complaints are listened to and acted upon in a prompt and fair manner.

3. ORAL PROCEDURE

All oral complaints, no matter how trivial or seemingly unimportant should be taken seriously. Staff and delegates must remain calm and respectful at all times nothing will be gained by adopting an aggressive or defensive attitude.

- Staff who receive an oral complaint should attempt to resolve the problem immediately if possible.
- Where the problem cannot be resolved the staff member should offer to contact the managing director in order to resolve the problem.
- All contact with the complainant should be polite, courteous and sympathetic towards their concern.
- All staff should not except blame, make excuses or blame other persons including other operatives.
- After talking the problem through the site operative or managing director should suggest a course of action in order to resolve the complaint, where the action is acceptable by the complainant clarify the agreement with the complainant and verify what future communication if any is required. e.g. Verbal/written.

3. ORAL PROCEDURE

- Should the course of action not be acceptable by the complainant request the complainant to put their complaint in writing to the managing director. Freely offering the appropriate address to the complainant.

4. WRITTEN PROCEDURE

- Where a complaint is received in writing the managing director will record the complaint in the complaints record and acknowledge receipt of complaint within two working days
- If necessary further details may be sought from the complainant
- Where necessary the managing director may be required to contact the social landlord or client, where this action is taken the complainant must be made aware of the situation.
- If the complaint raises serious concerns the organisation should seek legal representation.
- Where necessary the organisation shall proceed to investigate the complaint and be in a position to answer the complaint within 28 days either in writing or a meeting by prior arrangement with the complainant.
- In the case of a complex complaint and the investigation taking longer than the 28 days the complainant should be informed of the situation.
- During the meeting a detailed explanation should be given of the results of the investigation and an apology given if deemed appropriate. (an apology need not be an admission of liability)
- Minutes detailing the meeting should be taken and a copy given to the complainant and a copy kept on the organisations file.
- Any shortcomings on behalf of the organisations procedures should be identified and acted upon.

5. TRAINING

APT Health and Safety Training Solutions Limited staff shall be trained in dealing with and responding to complaints. This complaints policy shall be included within new staff induction training and reviewed as necessary.