



Complaints Policy and Procedure

1. Purpose and Scope

Johnson Training Ltd (JTL) is committed to providing high-quality training, qualifications, assessment, consultancy and associated services. We recognise that, on occasion, learners, customers, centres or other stakeholders may be dissatisfied with the service they receive.

This policy sets out how JTL will receive, investigate and resolve complaints fairly, consistently and within reasonable timescales. Complaints will also be used, where appropriate, to identify opportunities for improvement.

This policy covers complaints relating to JTL's services, administration, staff conduct, qualification delivery and associated activities.

It does not normally cover:

- challenges to assessment results or decisions, which should be addressed through the **Appeals Policy**;
- allegations of malpractice or maladministration, which should be addressed under the relevant JTL policy; or
- matters subject to another specific JTL procedure.

Where a complaint falls more appropriately under another policy, JTL will inform the complainant and refer the matter to the appropriate process.

2. Principles

JTL will ensure that complaints are:

- treated seriously, fairly and objectively;
- handled confidentially and in accordance with data protection requirements;
- investigated by an appropriately authorised person;
- managed to avoid actual or potential conflicts of interest;
- acknowledged and resolved within reasonable timescales; and
- appropriately recorded and monitored.

No person will be disadvantaged solely because they have raised a genuine complaint in good faith.

3. Making a Complaint

Where appropriate, complainants are encouraged to raise concerns informally with the relevant member of staff or the Operations Manager so that the matter can be resolved promptly.

Where informal resolution is not appropriate or has been unsuccessful, a formal complaint should be submitted in writing to the Operations Director.

Complaints should normally be submitted within **20 working days** of the event concerned, or within 20 working days of the complainant reasonably becoming aware of it. Late complaints may be considered where there are reasonable or exceptional circumstances.

A complaint should include, where available:

- the complainant's name and contact details;
- a description of the complaint, including relevant dates;
- the qualification, assessment or service concerned;
- details of any individuals involved;
- any relevant reference numbers;
- copies of supporting documents or evidence; and
- details of any previous attempts to resolve the matter.

JTL will make reasonable arrangements for individuals who require assistance or an alternative method of submitting a complaint.

4. Investigation and Response

JTL will normally acknowledge a formal complaint within **five working days**.

The Operations Director, or another appropriately authorised person, will arrange for the complaint to be investigated. The investigation will be proportionate to the nature and seriousness of the complaint and may include reviewing records, correspondence, policies and other relevant evidence.

An individual who is directly the subject of a complaint will not normally determine its outcome. Any actual or potential conflict of interest must be declared and appropriately managed.

JTL will aim to provide a written outcome within **20 working days of acknowledging the complaint**. Where additional time is required, the complainant will be informed of the reason for the delay and provided with an updated expected response date.

The outcome will normally confirm whether the complaint has been:

- upheld;
- partially upheld; or
- not upheld.

Reasons for the decision and any relevant remedial action will be provided where appropriate.

5. Escalation

Where the complainant remains dissatisfied with the outcome, they may request a review by the Managing Director.

Requests should normally be made within **10 working days** of the complaint outcome and should explain the grounds for requesting a review.

The review will consider whether the procedure was followed correctly, relevant evidence was appropriately considered and the decision was reasonable. It may also consider significant new evidence that could not reasonably have been provided previously.

The Managing Director's decision will normally conclude JTL's internal complaints procedure, subject to any applicable external or regulatory rights.

6. Unreasonable or Persistent Behaviour

JTL will consider all genuine complaints on their merits. A complaint will not be regarded as unreasonable simply because it is persistent, strongly expressed or ultimately not upheld.

JTL may, however, take proportionate action where behaviour becomes abusive, threatening, excessively repetitive or places unreasonable demands on staff or resources.

Any restriction on communication will be authorised by an appropriate senior manager, documented and proportionate, and will not prevent legitimate new concerns from being raised.

7. Corrective Action and Regulatory Matters

Where a complaint identifies a failure, weakness or non-compliance, JTL will take appropriate corrective or preventative action.

This may include:

- correcting an identified error;
- reviewing policies, procedures or materials;
- providing additional staff training;
- improving systems or controls;
- considering whether other learners or customers may have been affected; and
- undertaking additional monitoring or quality assurance.

Where a complaint indicates a matter that JTL is required to report to an awarding organisation, regulator or other competent authority, the appropriate notification will be made in accordance with applicable requirements.

8. Confidentiality and Records

Complaints and associated personal information will be handled confidentially and in accordance with applicable data protection legislation, including the UK GDPR and Data Protection Act 2018.

JTL will retain appropriate records of complaints, investigations, decisions, escalation, corrective actions and any relevant external notifications in accordance with its document-retention arrangements.

9. Monitoring and Review

JTL will periodically review complaints to identify recurring issues, trends, risks and opportunities for improvement.

Significant findings and corrective actions will be monitored through JTL's quality assurance arrangements.

This policy will be reviewed **at least annually**, and sooner where required because of changes to legislation, regulatory or awarding organisation requirements, significant complaints, quality assurance findings or changes to JTL's activities.

A current version of the policy will be made available to relevant staff, learners, customers and other stakeholders as appropriate.

10. Contact Details

Formal complaints should be submitted to:

For the attention of: Operations Director

Johnson Training Ltd

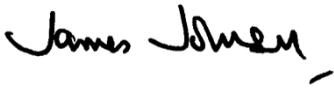
Email: [Insert email address]

Address: [Insert postal address]

Telephone: [Insert telephone number]

Send your complaint to:

Matthew Johnson, Operations Manager.
Johnson Training Ltd
5 Turnstone Close
Leigh
WN7 1LE

Name:	James Johnson
Position:	Managing Director
Signature:	
Date:	30 10 2018

Review date	Reviewed by:	Comments	Version
30 10 2019	JJ	No changes required	2
29 10 2020	JJ	No changes required	2
30/10/2021	JJ	No Change required	2
30/10/2022	JJ	No Change required	2
30 10 2023	JJ	Added Frivolous section	3
29/08/2024	MJ	No Change required	3
01/09/2025	MJ	No change required	3
01/09/2026	MJ	Policy reviewed and updated	4
The next policy review date is 01 09 2027			