

CCE Complaints procedure

Connective Care Education Ltd [CCE] firmly believes that if learners, employees and/or other stakeholders wish to make a complaint and/or register a concern, they should find it easy to do so.

A complaint is defined as: **any complaint from any customer, employee, learner or anybody affected by the standard of quality of our service, action or lack of action.** Complaints may be issued by telephone, letter, e-mail or in person.

It is CCE policy to welcome complaints and look upon these as an opportunity to learn, adapt, improve and provide better services. This procedure is intended to ensure that complaints are dealt with appropriately and that all complaints and/or comments by learners, employees and/or other stakeholders are taken seriously.

This procedure is not designed to apportion blame, but rather to ensure that the Company is able to continually improve its services and levels of customer satisfaction. CCE endeavours to ensure that there is a sufficient platform to facilitate complaints and that the process is easy to follow, fair and sensitive to both CCE staff and the complainant.

Process

Complaints can be made in person, by telephone, by letter, by e-mail or in person to the Operations Manager – contact details provided below.

Procedure

[Stage 1] Details of the complaint shall be logged using a standard form (Appendix 1) and responsibility for investigation shall be assigned.

[Stage 2] Investigation of the complaint shall commence within 1 working day of receipt and acknowledged to the complainant, in writing, within 5 working days.

[Stage 3] The complaint shall be investigated and contact made with all relevant parties to gather information and supporting evidence.

[Stage 4] Within 4 weeks, the complainant shall receive written notification of the outcome of the complaint and details of ongoing investigations, as applicable.

[Stage 5] In instances whereby it is deemed necessary for the investigation period to be extended beyond the 4 weeks specified, the complainant shall receive written notification of the outcome within 8 weeks. This outcome shall be the final decision unless the complainant chooses to appeal.

Form	CQP108
Issue	1 / MB
Date	01/06/2018

Appeals

Should the complainant be unhappy with the final outcome, in the first instance the complaint investigator must be contacted in order to clarify rationale behind the decision. Should the appeal response be unsatisfactory, the complainant may contact a relevant external agency for support. Details of relevant external agencies shall be provided upon request.

External involvement

Connective Care Education Ltd shall co-operate with external parties involved in the complaint. This may involve:

- providing copies of company policies and procedures
- submitting documentation and supporting evidence related to the complaint
- providing information on how the complaint has been handled and managed
- releasing staff members to attend meetings with external stakeholders.

Communication

Employees and learners and/or other interested parties shall be provided with access to this procedure in hard copy or electronic format during induction or at the beginning of the training programme. This procedure shall be made available bilingually and in large print upon request.

Monitoring and review

All complaints shall be monitored by Senior Management within Connective Care Education Ltd. Outcomes of complaints shall be held centrally and reviewed on an annual basis. This procedure shall be reviewed by the Managing Director on an annual basis to ensure its continuing applicability in meeting the needs of the business. Data and performance associated with this procedure shall be reviewed on an annual basis by the MRC – Management Review Committee.

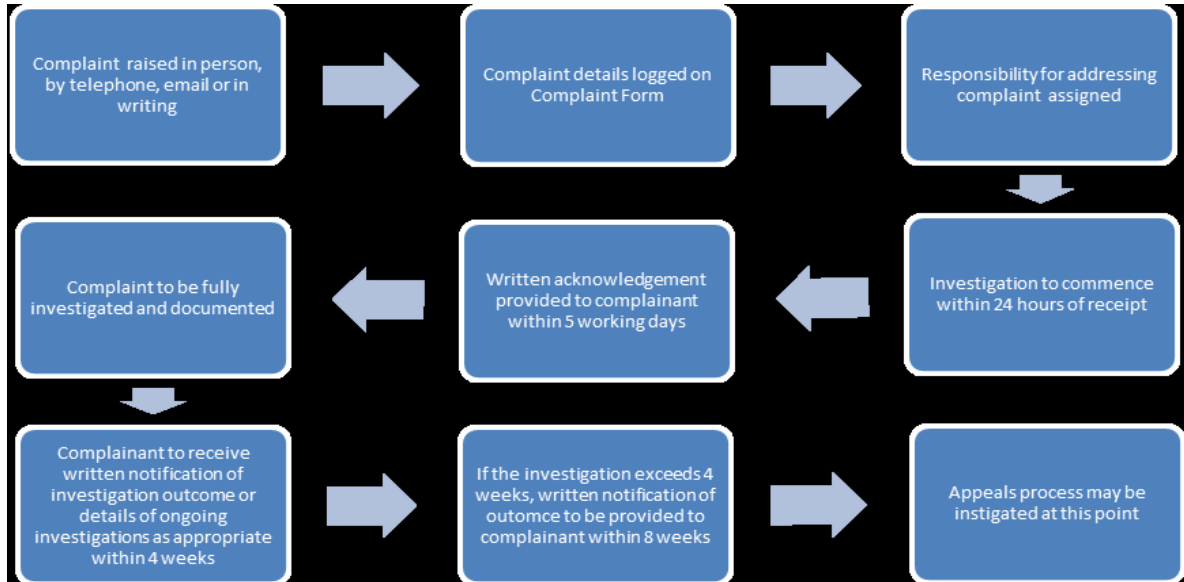
Contact

Connective Care Education Ltd
13/14 Centre Court
Main Avenue
Treforest Industrial Estate
CF37 5YL

Michael Broad (Operations Manager) michael@connectiveeducation.co.uk

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CCE Complaints process



ACTIONS TO BE RAISED IN ACCORDANCE WITH CQP102 Non-conformity – compliance (etc) procedure



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Document history

Date	Section	Page	Issue	Reason for change
01/06/18	All	All	1	First issue of [CQP108] CCE Complaints procedure reviewed and approved [MB]
08/08/18	All	All	1	Document review and amendment of text [HF]
27/09/18	All	All	1	Insertion of 'uncontrolled when printed' watermark – previously marked as 'controlled' [HF]
15/11/18	n/a	3	1	Inserted new organisational address [HF]
06/07/19	n/a	n/a	1	Review and update – no significant change [NW/HF]

CCE Related Policies / Processes #1

Procedure: CQP102

Non-conformity – compliance (etc) procedure

Form: CQF3004

Corrective Action Request (CAR) Form

Working Doc: CQF3005

Summary of corrective actions

CCE Related Policies / Processes #2

Policy: CQF3104

Recruitment Policy

Flowchart: CQP108

Incident management

Procedure: CQP100

Management review and audit

Form CQP108
Issue 1 / MB
Date 01/06/2018

CCE Appendix 1 – Complaints Received Form

Complainant name:	
CAR and/or action number:	
Address:	
Telephone number:	
E-mail address:	
Investigator name:	
Organisation:	
Date of complaint:	
Date complaint acknowledged in writing:	
Details of complaint:	
Actions taken:	
Further action required:	
Supporting documentation:	
Outcome:	
Date complaint resolved internally:	
Date complainant notified of outcome in writing:	
Details of appeals and external agency details provided:	

Investigator

Name (print): _____ Signature: _____

Director (if applicable)

Name (print): _____ Signature: _____