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## COMPLAINTS POLICY AND PROCEDURE

### Policy

#### Introduction

Gryphon Safety and Security is committed to providing a high-quality experience for all its users through its training delivery. It encourages a positive environment in which informal contact and feedback from learners is welcomed and where complaints can be dealt with effectively and efficiently. The complaints procedure outlines the processes to be used when a learner has cause for concern.

#### Aims of the Policy

- To provide a clear framework to help anyone who is not satisfied with the company's services to raise their concerns and to ensure that the company responds effectively.
- To ensure that the company has systems in place to make improvements happen as a result of a complaint.
- To encourage prompt resolution at an early informal stage.
- To ensure that all complaints are dealt with seriously, fairly and sensitively, with no resultant victimisation of a complainant.
- To raise awareness of the policy and procedures and ensure that instructors understand the processes through appropriate training.
- To define responsibilities and allocate duties to individual members of company staff in relation to procedures set out.

#### Scope

This document should be used by anyone who wishes to make a complaint about our services including, students, employers, partners, local residents or other users. Third parties with a close connection to the learner, wishing to complain on behalf of the learner, must produce written agreement from the learner stating that they can act on their behalf.

#### Definitions

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. Requests for services or changes to services, comments, suggestions and questionnaire feedback are not considered as complaints and therefore, do not fall within this process.

#### Roles and Responsibilities

- **The Managing Director** receives all formal complaints and is responsible for logging and monitoring the complaints in accordance with the procedures below.
- **All instructors and front-line staff** have a responsibility for receiving complaints, treating them seriously and dealing with them appropriately. Wherever possible, complaints should be dealt with informally and promptly. All complaints (formal and informal) received by a member of staff must be forwarded to the Managing Director to be recorded.
- **The Managing Director** has a responsibility to take a lead role in resolving complaints through investigation (when appropriate) and responding to the complainant.

## Confidentiality

All complaints will be handled sensitively and with discretion. If a learner makes a complaint against a member of staff, that member of staff may be informed about the substance of the complaint so that they are in a position to make a response. The company will not normally investigate anonymous or malicious complaints except in exceptional circumstances and for justifiable reasons. This may be considered if the complainant wishes to remain anonymous in cases of harassment.

## Procedure

### 1. Informal Complaints

**1.1.** It is hoped that most complaints can be dealt with using informal procedure.

**1.2.** Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than 3 months after the incident. If appropriate, a meeting will be offered between the person complaining and area they are complaining about to arrive to an agreed resolution.

**1.3.** If a complaint is about an instructor or member of staff, it should be referred to the appropriate line manager.

**1.4.** If a learner reports a fault with the training environment (e.g. not clean or broken chair etc.) or its surrounding facilities, the instructor is to report it to the building manager at the earliest opportunity.

**1.5.** At this informal stage complaints may be made in person, by phone or by email.

**1.6.** All informal complaints, even when satisfactorily resolved, should be forwarded to the Managing Director to be logged.

### 2. Formal complaints

Where complaints are very serious or the matter has not been resolved informally, the complainant should raise a formal complaint under the following procedure.

Complaints made more than 3 months after the incident will not normally be investigated.

**2.1. Filling out a complaints form:** The complainant should fill out Annex A, The Complaint Form, which can also be found on the Downloads area on the website. The form should be returned by email to [info@gryphonsecurity.co.uk](mailto:info@gryphonsecurity.co.uk).

**2.2. Acknowledgement:** The Managing Director will send an acknowledgment (normally within 5 working days) stating that a response will be provided within 20 working days.

**2.3. Logging the complaint:** The Managing Director maintains a spreadsheet of all complaints, their progress and outcome.

**2.4. Investigation of the complaint:** The Managing Director will carry out the investigation. During this stage the complainant may be contacted for further information or to be invited to meet the Managing Director (they may be accompanied by a friend or family member, however, an accompanying person cannot take active part in the proceedings but can offer support to the complainant).

**2.5. Resolution:** The Managing Director will consider the complaint thoroughly and will complete an Investigation Summary Form (Annex B) to be held on file for record purposes. The Managing Director will make a judgement based on evidence gathered and will decide to:

- Dismiss the complaint as unfounded, giving reasons.

- Uphold or partially uphold the complaint, propose an amicable settlement, take appropriate steps to address the issue and to avoid a similar problem arising in the future.

The outcome of the investigation will normally be communicated to the complainant by the Managing Director and a copy of the letter will be kept on file.

**2.6. Dissatisfied at the outcome of a complaint:** If there is dissatisfaction at the outcome of a complaint investigation carried out by Gryphon Safety and Security, the complainant has the right to escalate their complaint to the Awarding Body. If the complainant is still dissatisfied with the outcome from the Awarding Body, they can escalate the complaint to the relevant Qualification Regulator.

**2.7. Quality improvement:** The Managing Director will ensure that relevant action is taken to change procedures or implement staff training to prevent recurrence of the complaint.

**2.8. Monitoring the complaint:** The Managing Director is responsible for monitoring all logged complaints to ensure they are resolved within the allotted 20 working days and will inform the complainant if they are unable to meet the agreed timescale.

**2.9. Evaluation:** A record of complaints and outcomes will be recorded on a complaints database. The database will be analysed on a regular basis to ensure that actions are carried out to address issues raised.

*Original Signed*

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Managing Director

## HOW TO MAKE A COMPLAINT

### Stage 1: How to make an Informal Complaint

Where possible, complaints should be raised immediately with the member of staff most directly concerned with the issue. The aim being to resolve the problem directly and informally at the earliest opportunity.

### Stage 2: How to make a Formal Complaint

If you find that Stage 1 does not solve your problem, or you feel that it is of a very serious nature, you should make a formal complaint by completing Annex A, The Complaints Form, and return it by email to [info@gryphonsecurity.co.uk](mailto:info@gryphonsecurity.co.uk). You will receive acknowledgement within 5 working days, and following an investigation into your complaint, we will send a full response within 20 working days of receiving your complaint (unless you are informed otherwise).

### Stage 3: How to petition against a decision

If you find that you are dissatisfied with the outcome of a complaint, you have the right to escalate it, in writing, to the Awarding Body. If you are still dissatisfied with the outcome from the Awarding Body, you can escalate the complaint in writing to the relevant Qualification Regulator.