

Complaints Procedure



Fairway Healthcare Training is now trading as Embark Learning.

At Embark Learning we are committed to providing a quality service for staff and learners; working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- 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 etc
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Definition: Embark Learning defines a complaint as 'any expression of dissatisfaction (with Embark Learning, with a member of staff) that relates to Embark Learning and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Embark Learning will:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

A complainant's responsibility is to:

- Bring their complaint in writing to Embark Learning's attention normally within 8 weeks of the issue arising
- Raise concerns promptly and directly with a member of staff from Embark Learning

- Explain the problem as clearly and as fully as possible including any action taken to date
- Allow Embark Learning a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the immediate control of Embark Learning

Responsibility for Action: All staff and stakeholders of Embark Learning

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Embark Learning maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Managers at Embark Learning will receive annually a report of complaints made and their resolution.

Formal Process

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that they have a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of Embark Learning staff to write to, your complaint should be sent to:

Quality and Delivery Manager, 1st Floor, 2 Duke St, Sutton Coldfield B72 1RJ, Telephone: 0330 024 1370, Email: sarah@embarklearning.co.uk

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Training Manager again and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within 4 working days of receipt and a response within 15 working days.

Embark Learning's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from the Training Manager then you have the option of writing to Alex O'Neill, Operations Director. You must do this within 10 days of receiving the written response from the Lead Trainer.

Alex O'Neill will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Note. If your original complaint was against Alex O'Neill then the final stage will be handled by Derek Kitchen (Financial Director).

An e-version of this policy can be located on our website at <https://embarklearning.co.uk/complaints-procedure/>

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