

Complaint's Procedure

Please note: The following procedure is intended for clients/course delegates and is included for information purposes only. EDGE Services' internal Grievance Procedure is included in Staff Handbook (2017) at 3.2.

Introduction

EDGE Services are committed to providing high quality services to clients. Whilst we do not relish complaints, we recognise them as a valuable contribution in our endeavours to improve the services we offer. If something goes wrong and someone is dissatisfied with some element of the service we have provided, we welcome being told. Clients and delegates should feel confident that their matters of concern will be treated seriously.

What is a complaint?

EDGE Services regard a complaint as any expression of dissatisfaction about an action undertaken or not undertaken, or about the standard of service provided by us or on our behalf. Negative feedback on Evaluation Forms will not necessarily be construed as a complaint. A formal complaint is that communicated by email to the Operations Manager as laid out in this document.

What can individuals complain about?

There might be complaints about things like:

- The quality and standard of any service we provide or product we sell.
- Failure to provide a service when the reasonable expectation was that the service would be provided.
- The quality of our training or course materials.
- The quality of a training venue or related aspect (i.e. catering).
- Unfair treatment or inappropriate behaviour by a trainer or other staff member.
- The failure of the company to follow an appropriate administrative process.
- Dissatisfaction with company policies.

A complaint may involve more than one aspect of the above or be about an individual or company working on EDGE Services' behalf.

What can't I complain about?

There are some things we can't deal with through our complaint handling procedure. These include:

A complaint about the venue or catering for a venue organised by an in-house client. Such complaints should be directed towards a delegate's own Training Department.

An attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

Who can complain?

Anyone who receives, requests or is directly affected by the services of the EDGE Services can make a complaint to us. We encourage anyone with a complaint to approach us directly, but can accept a complaint made on your behalf (e.g. through a colleague, friend or a family member) provided you give us your clear written authority to liaise with your representative, and provided you also give them clear authority to act on your behalf.

How do I complain?

You can complain initially by telephone, but we will *always* ask you to formalise your complaint in writing preferably by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue. Prior to formalising your complaint, please call and talk to a member of staff by phone so that they can try to resolve any problems informally.

- When making a formal complaint in writing, please tell us:
- Your full name and contact details
- As much as you can about the complaint.
- What has gone wrong.
- How you would like us to resolve the matter.
- We consider the formal complaint to contain all information relevant to the issue so do not omit any information that you consider pertinent. We reserve the right to disregard additional information that is provided after the initial formal complaint.

You may also send a copy of your complaint to our accrediting bodies if we deem this to be appropriate.

Is there a time limit for making a complaint?

Normally, you must make your complaint within three months of:

- The issue arising, or
- finding out that you have a reason to complain when this may not have been apparent at the time the matter arose.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What will happen if I complain?

Our complaint procedure has three stages:

Stage 1 – Frontline Resolution

We aim to resolve complaints quickly. This could mean an immediate apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will normally give you our decision at Stage 1 within ten working days, unless there are exceptional circumstances.

If you are not satisfied with the response we give at this stage, we will tell you what you can do next.

If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or within five working days of our initial decision.

Stage 2 – Complaint Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. You must, in the interests of clarity, and in order to best assist the investigation process, detail all aspects of your complaint in writing to the Operations Manager. The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the being complained about.

When using Stage 2 we:

- Will normally acknowledge receipt of your complaint within three working days and tell you who is dealing with your complaint.
- May discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.

- Give you a full response to the complaint as soon as possible and normally within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will try to agree revised time limits with you and will keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, we will ask a Company Director to review.

Getting help to make your complaint

We are committed to making our service easy to use. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services.

What if my complaint is found to be valid?

If all or part of your complaint is proven, we may, but are not limited to:

- offering an apology in writing.
- If your complaint is regarding a training issue we may offer you a place for free or at a discounted rate, on a future training event.
- We may offer a partial refund. The Operations Manager can agree to partial refunds of up to 40% of what you have paid, depending on the severity of our failing.
- We may offer a full refund. A full refund can be confirmed only by a Director.

Ms Ruth Hewitt, Operations Manager is contactable on 01904 677853 or via email at rhewitt@edgeservices.co.uk.