

# Complaints Policy

SPE (Swiftool Precision Engineering) Ltd is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy and an associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

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## Aims

SPE (Swiftool Precision Engineering) Ltd aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure

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## Implementation

SPE (Swiftool Precision Engineering) Ltd Complaints Policy and associated Procedure will be readily available to customers. Together, they detail how to make a complaint and the timescales for a response from SPE (Swiftool Precision Engineering) Ltd

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## What is a complaint?

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A complaint is when a customer tells us that they are not happy with something that we have done or not done, and we have not put things right.

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## Who is a customer?

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A customer is anyone who contacts CPL Training to request a service, or is in receipt of a service.

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## How can a complaint be made?

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Any customer wishing to make a complaint can do so, by phone, e-mail, website or letter.

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## What is the process for making a complaint?

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The process for making a complaint is detailed in the Complaints Procedure. This is a single document for use by SPE (Swiftool Precision Engineering) Ltd 's colleagues and customers.

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## Monitoring

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SPE (Swiftool Precision Engineering) Ltd is committed to continuous improvement in service delivery.

Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint
  - We will endeavour to respond to your complaint within the published timescales and keep you informed
  - We will ensure you have a full explanation to your complaint in your preferred format
  - We will tell you if changes have been made to services following your complaint
  - We will review our Complaints Policy at regular intervals.
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## Responsibilities

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The Senior Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care handling practice within their teams.

Compliance with Customer Complaints Policy is the responsibility of all members of the Company who deal with customers.

## Communication

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Our Customer Complaints Policy is available in hard copy. Please contact the HR Department if you wish to access this document in another format.

Training will be provided for staff to ensure awareness is raised and that staff have a clear understanding of customer complaints and their responsibilities.

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## Equality & Diversity

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Customers have a right to express dissatisfaction with the services they receive from SPE (Swiftool Precision Engineering) Ltd. Customers using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspects of equality.

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## Procedure

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If you are unhappy with the service provided by SPE (Swiftool Precision Engineering) Ltd - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures, which we can advise you on. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring. At any stage, you can register a formal complaint by telephone, letter, fax or email. Give as much information as you can, including times, dates, places and names. Contact SPE (Swiftool Precision Engineering) Ltd Head Office on Tel: 01623 515544 email: [customercare@spe.co.uk](mailto:customercare@spe.co.uk) or write to the HR Director at SPE (Swiftool Precision Engineering) Ltd, Swiftool House, Brookside Way, Huthwaite NG17 2NL.

You will get a first response within one week of receipt of your complaint, and a further response within four weeks.

If you are not satisfied with the outcome of your complaint you can appeal the outcome to the Managing Director.

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## Policy review

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The policy and procedure will be reviewed annually in April, and any necessary adjustments made after consultation with staff, learners, employers representatives and other parties to ensure it is working effectively.

Last review date: 12/04/2022

Next review date: 12/04/2023

Signed by .....

Date:

SAM HANDLEY, Executive Director