	Document Number.	QA0214	Revision	1
	Prepared:	Sam Handley	Date:	17/10/2019
	Approved:	Tim Holmes	Page	1 of 3
<b><u>TITLE: Complaints Policy QA0214 ISSUE 1</u></b>				

## Complaints

If you are unhappy with the service provided by SPE - whether it is our Quality, Delivery, Initial engineering enquiry, Learning experience, Assessment or the support you are receiving from 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.

### Aims of our complaint policy:

To reassure the individual their complaint is being dealt with efficiently and fairly and to provide a straightforward and consistent way represent the complaint to SPE for speedy resolution. To enable SPE to use complaints positively and take action to maintain and improve services.

- All persons and learners are entitled to a prompt, courteous and efficient service
- All persons and learners can expect a full and fair investigation of their complaint
- However it is possible that customers will not always like the outcome of their complaint, but be reassured that it is investigated thoroughly
- SPE will explain rules and procedures if they are not clear
- Confidentiality will be respected
- Individuals will be informed of the progress and the outcome of their complaint


### How can I complain and who is the policy applicable to?

A complaint can be in any form i.e. by letter; telephone, fax; e-mail; in person and assistance will be given in making the complaint. This complaints procedure is available to all SPE's customers and members and covers all services provided by SPE

### What is a Complaint?

SPE defines a complaint as an articulation, or expression of, dissatisfaction about SPE action or lack of action. It may also be about the standard of a service provided by SPE itself. It may also include a person or body acting formally on behalf of SPE. The following list indicates in general terms the range of complaints which fall within the procedure and, additionally, what type of complaints are excluded:

- Dissatisfaction with the way SPE policies are carried out (as opposed to dissatisfaction with the policies themselves).
- Failure to consider relevant matters in coming to a decision.
- Failure to implement a decision.
- Complaints regarding the behaviour or perceived behaviour of individual employees.
- Delays in responding to complaints about the administrative process.
- Failure to provide a service that should be provided.
- Failure to fulfil statutory responsibilities.
- Discrimination
- You should make your complaint within 3 months of the event or problem occurring

	Document Number.	QA0214	Revision	1
	Prepared:	Sam Handley	Date:	17/10/2019
	Approved:	Tim Holmes	Page	2 of 3
<b><u>TITLE: Complaints Policy QA0214 ISSUE 1</u></b>				

Where a matter is excluded from the procedure every effort will still be made to help to resolve the problem and any excluded categories should still be recorded and monitored as a separate category. Assistance will be provided where necessary when a complaint is made.

#### **What matters are not considered a complaint?**

- The following will not automatically follow the complaints procedure; but every attempt will be made to resolve them:
- Criticisms of or disagreements with SPE policies or decisions themselves (rather than the way they are carried out)
- Complaints against individual employees where no other basis for criticism exists other than the employee was implementing SPE's policy/decisions.
- A matter where there is an alternative means of solving the criticism, for example: – Appeal to the Board Appeal to the Crown, Magistrates or County Court.
- A matter which has or could reasonably be expected to be the subject of Court or tribunal proceedings or which is or could be placed in the hands of the SPE's insurers.
- Criticisms which constitute a disagreement with or a refusal to accept a rule of Law which SPE is applying.
- Criticisms over statutory duties administered

#### **How do I make a complaint?**

Stage 1 (first contact) Tell us about your complaint. You can:


- Call telephone number +44 (0) 1623 515544, Email us at [complaints@spe.co.uk](mailto:complaints@spe.co.uk)
- Write to us at Swiftool Precision Engineering, Swiftool House, Brookside Way, Huthwaite NG17 2NL
- Ask any member of HR or Quality staff to advise you or take details
- You should receive a response within 10 working days

#### **Stage 2**

The intention of stage 1 is to allow a satisfactory explanation of its action or to put matters right. If that does not satisfy your complaint stage 2 will involve the relevant service head of department carrying out a formal investigation and a written reply will be sent within 10- days from date of receipt. Help and advice on Stage 2 is available from HR Department and from the service dealing with your complaint.

#### **Stage 3**

If you are still dissatisfied then at stage 3 you can have the matter reviewed by the Managing Director, who may appoint another Director to examine your complaint. A written reply will be sent within 10-working days from the date of receipt.

	Document Number.	QA0214	Revision	1
	Prepared:	Sam Handley	Date:	17/10/2019
	Approved:	Tim Holmes	Page	3 of 3
<b><u>TITLE: Complaints Policy QA0214 ISSUE 1</u></b>				

**Who is responsible for dealing with complaints and administering the procedure?**

Any formal complaint raised is passed to the Quality Manager who will record, co-ordinate and monitor the process liaising with the HR Manager, Operations Manager and Managing Director depending on the nature and severity of the initial complaint. A complaint will be dealt with by the following personnel.

- Stage 1 – An employee dealing with the service being complained about
- Stage 2 – Head of Department from the service being complained about.
- Stage 3 – Managing Director

**How long will my complaint take to be dealt with?**

The time limit for dealing with a complaint is 10-working days. However, for matters involving detailed investigation the time limit is 28 days and SPE endeavour to send an acknowledgement within 3 working days or within a reasonable time period should resource be unavailable for any reason in exceptional circumstance. These time scales apply at each stage. If these time limits to respond or to rectify the complaint cannot be achieved the customer will be advised why and given an expected period and the complaint will be moved to the next stage of the process.

**How do we monitor complaints?**

- A record will be kept by the Quality Manager of the number, nature and outcome of complaints; (including date received; acknowledged; responded).
- The Quality Manager will prepare annual monitoring reports setting out numbers, categories of complaint and results of stage 3 appeals and report the findings. The Senior Management Team will also monitor reports on a monthly basis to assess trends and what actions should be taken.
- Quarterly the Directors and the Senior Management Team will review the operation of the complaint’s procedure. SPE will document the number of complaints: the categories of the complaints, the length of time to resolve them; how your satisfaction or otherwise was assessed; and how the provision of services has changed as a result of the complaints made.

**Who can suspend this policy?** In exceptional circumstances the Managing Director can suspend this complaints procedure to enable investigation by Quality however this should not effect our commitment to internal and external customer service.

**Change History.**

Document Owner	Issue/Revision	Approval Date	Changes
Sam Handley	1	17/10/2019	First Issue