

**1. The Purpose of this Policy is to:**

- Clarify how to make a complaint;
- Define the standards people can expect when they make a complaint
- Recognise the importance of complaints in providing feedback about Van Elle services and performance
- Set out how Van Elle Limited will monitor complaints and use the information to improve services and identify training needs.

**2. For the purposes of this policy and procedure, a complaint is:**

An expression of dissatisfaction with the standard of service provided by Van Elle Limited or with something that Van Elle or a member of its staff may or may not have done. Complaints under this Policy may include:

- Delays in delivering services
- Failure to follow agreed policies and procedures Inadequate or unsatisfactory services
- Rudeness or inappropriate or offensive behaviour Unfair discrimination
- Delays in or failure to make decisions which give rise to a statutory right of appeal

**3. Complaints about Van Elle Limited can be received from:**

An expression of dissatisfaction with the standard of service provided by Van Elle Limited or with something that Van Elle or a member of its staff may or may not have done. Complaints under this Policy may include:

- Staff, Tutors, Clients, Delegates
- Any person or organisation receiving, or seeking to receive training from Van Elle Limited.

Complaints can be made in person, by phone, by e-mail or in writing.

**4. Minimum Standards for handling complaints:**

Van Elle Limited expect its staff to meeting the following minimum in dealing with complaints:

- I. Each complaint will be recorded on receipt
- II. Each complaint will be acknowledged within 5 working days of receipt.
- III. He complainant will be advised what they can expect to happen and when
- IV. The complaining will be kept informed of progress in dealing with their complaint

The outcome of any complaint will be monitored. Information obtained will be fed back to the relevant persons and will be included in complaint reports to the Board.

**1. The Purpose of the Procedure is to ensure that:**

As many complaints as possible are resolved as quickly as possible without the need to pursue the matter further.  
Any faults are acknowledged, an apology and a solution to be offered A clear and relevant explanation is to be provided

Effective action is taken to avoid future similar complaints

Best practice in dealing with complaints throughout Van Elle Limited.

**2. Complaints Procedure**

Van Elle Limited's complaints procedure has two stages:

**Stage 1**

Complaints can be made verbally or in writing to the Training Department Manager, which will be acknowledged within 5 working days.

If the response is not satisfactory, proceed to stage 2.

**Stage 2**

A request for a Stage 2 review must be made in writing to the Head of HR and should include an explanation of the reason for dissatisfaction with the Stage 1 response.

The aim of the review is to ensure that all matters raised at Stage 1 have been addressed, and if not, to ensure the issues are addressed.

The Stage 2 review will be completed within 10 working days of receipt of the Stage 2 complaint.