



Complaints Policy [Learners/Clients]

DTN Academy value comments made by our learners and clients, as they assist us to improve our training provision and customer service.

If you feel you have cause to raise a complaint against DTN Academy; your complaint will be heard with impartiality and objectivity. DTN Academy; is proud to demonstrate its commitment to upholding the principles of Equality & Diversity by ensuring that no complainant will be treated in an unfair or biased way in respect of age, disability, race, religion or belief, sex, sexual orientation, transgender, pregnancy or by virtue of marriage or civil partnership. The ethos of DTN Academy; is to ensure consistent, fair and confidential complaint handling and to resolve complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied with any treatment or service they have received and all persons making a complaint will be treated with respect and in confidence.

The procedure will ensure we deal swiftly with any concerns we may receive, so that clients and learners may be confident in our commitment to providing a first-class service.

Definition of a complaint

A complaint is defined as any expression of dissatisfaction or grievance made to staff by a learner, client or member of the public in relation to our business.

Recording Complaints

All complaints made, verbal or written will be recorded in the company's central, electronic data systems the date the complaint is received, or as soon as possible afterwards.

When taking details of a complaint, staff will record the name and contact details of the learner/ client, as well as full details of the complaint including the date. Details of all communication with the learner and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

Customers'/learners personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Communication of progress

We strive to resolve all complaints within seven working days. Written complaints will be acknowledged promptly.

- ❖ *Learners will be given an approximate timeframe for resolution at the time they make their complaint.*
- ❖ *Learners will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed. Dates and details of communication will be held on the company's central, electronic data system.*
- ❖ *Learners/ clients will be informed of any changes to our system or services as a result of their complaint.*
- ❖ *Where appropriate, learners/ clients who have had a complaint resolve will be contacted at a later date to see if they are happy with how their complaint was handled.*

Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff can offer a remedy to resolve a complaint immediately. Complaints will still be recorded.

If the complaint can't be resolved immediately, the learner will be given a timeframe, a contact person and details of our complaint handling process.

Escalation of a complaint

If a complaint cannot be resolved in the first instance, it should be referred to the Quality & Improvements manager and the learner will be informed and given an amended timeframe for resolution.

Review of complaint handling and quality procedures

DTN Academy; is committed to continuous improvement and this policy will be reviewed regularly (at least every twelve months) for effectiveness and updated accordingly.

This complaint handling policy is supported by the directorate of DTN Academy. We commit to providing this policy to all staff and ensure that all staff are conversant with its content and implementation.