



Prepare - Professionalise - Progress

Comments, Compliments, Complaints and Appeals Policy

Dianthas Commitment

Dianthas is committed to providing high-quality services to all learners and openly acknowledges that we can only make improvements in our services if we know what we are doing wrong. We encourage all learners to be open and honest about services received.

We actively seek out customers¹ views both positive and negative. Although it is always nice to hear good comments and receive feedback about our staff and services, we do acknowledge that at times things do not always go to plan. For any learner² who has had a negative experience, we want to hear from you, be assured we will listen and use your contact as a way of developing and enhancing our services and our provision. We also welcome the opportunity to rectify any errors that may have occurred.

¹ Customers are taken to include anyone who uses are services including learners and employers.

² Learners is taken to include all provision from apprentices to stand alone and short course.

Contents Page

No:	Contents	Page Number
1.	Objectives	3
2.	Definitions	3
3.	Who can make a comment, compliment, complaint, or appeal	4
4.	Making a comment, compliment, complaint, or appeal	4
5.	Time Frames	4
6.	Before making a comment, compliment, complaint or appeal	5
7.	Unhappy with the outcome	6
8.	Updates	7

1. Objectives

- 1.1. To deliver a high standard of learning to all learners that enrol on our programme with ourselves that encourages learner views to not only be heard but also to enhance our services.
- 1.2. To have a company-wide open, honest and receptive attitude to comments, compliments, complaints and appeals culture that understands the importance and value of feedback.
- 1.3. Have staff understand how service provision is improved by obtaining the views from those in receipt of our services.
- 1.4. Provide an easy and accessible way for learners and employers to give feedback.
- 1.5. Learn from feedback received to improve service and practices of provision.

2. Definitions

- 2.1. What is the difference between comments, compliments, complaints and appeals?
- 2.2. **A comment** is making a quick suggestion or giving us feedback about our services. These are important, often spur-of-the-moment opportunities to tell us how we are doing, where no formal investigation is called for. Comments help us:
 - a) learn from quick and brief feedback.
 - b) Take feedback anonymously
 - c) receive feedback
- 2.3. **A compliment** is telling us about aspects of great services received. This could be from a member a coach, IQA, administration, resources, or compliments to help us to:
 - a) Praise and recognise staff who go above and beyond their normal duties to make a difference to customers.
 - b) Identify processes that work well to make a difference to you
 - c) Know that we are doing some things right
 - d) Offer the best service to you for the money spent on it
- 2.4. **A complaint** is telling us about something that has gone wrong. It could fit with one or more of these descriptors:
 - a) Concern about the quality or appropriateness of a service
 - b) Timeframe for response
 - c) Quantity, frequency, change or cost of a service
 - d) Attitude, conduct or behaviour of one of our staff
 - e) Appointments made and not kept by one of our staff
 - f) Refusal to answer reasonable questions
 - g) Misleading or unsuitable advice from one of our staff
 - h) Accessing services
 - i) Time frame of the programme
 - j) Quality of education
 - k) Quality of assessment both internal and external End Point Assessments
- 2.5. The above list is not exhaustive. There could be many other things that would fall under a complaint. For ease and clarification if for **whatever** reason you feel that you have been treated unfairly or are distressed or angry over any aspect of our services to let us know so we can resolve the matter and prevent others from undergoing similar situations and feeling the same.

- 2.6. **An Appeal** is when a decision has been made that is not agreed with, generally related to an assessment decision of one of our coach's or entry onto a programme. This could include:
- a) Rejected application for a programme
 - b) A grade received for an assignment
 - c) Rejection of a submitted work product
 - d) Outcome of an observation
 - e) Request for further information after completing an assignment
 - f) Feedback received from the coach

3. Who can make a comment, compliment, complaint, or appeal?

- 3.1. Any learner undergoing a programme of study can include learners undergoing:
- a) An apprenticeship
 - b) Straight diploma – either a full or partial
 - c) A short course
- 3.2. An employer of a learner who is or has undertaken a programme of study including:
- a) An apprentice
 - b) An apprenticeship
 - c) Straight diploma – either a full or partial
 - d) A short course
- 3.3. Someone who is directly affected or impacted by the event/incident.
- 3.4. Someone else can approach and make the comment, compliment, complaint or appeal on behalf of the person if written permission has been obtained from the individual.

4. Making a comment, compliment, complaint, or appeal.

- 4.1. The quickest and easiest way to contact us is through our *contact us* on our website. Here you will be asked to provide details of
- a) What type of contact you are making: comment, compliment, complaint or appeal
 - b) Nature of your contact
 - c) Sufficient detail to allow us to understand the full nature of your contact, which could include:
 - a. Name of person you are referring to
 - b. The good and bad aspects
 - c. Dates referring too
 - d. Steps taken so far, if a complaint or appeal
 - e. Response received from coach, if appeal
 - f. Permission to share details

5. Timeframes

- 5.1. Timeframes are an important aspect of effective resolution. We understand the frustration and anxiety caused by the unknown. We aim to respond to all contact as swiftly as possible to prevent further exculpation or anxiety. The timeframes stated are our maximum timeframes.
- 5.2. **Making comments, compliments, complaints and appeals**
- 5.3. Ideally make contact informally Immediately
- 5.4. Formal complaints or appeals ideally within 3 weeks of the event. This allows the information to be *fresh* in your mind and easier to investigate. It also allows for a speedy resolution of issues or concerns that prevent them from escalating.

- 5.5. If three weeks is not possible you do have up to 6 months after you have completed your programme of study to make contact. After 6 months you would need to have a valid reason for not contacting us before this time.
- 5.6. Response timescales**
- 5.7. **Informal contact**, your response from the coach should be immediate, their role is to resolve any disputes as soon as possible. When our quality assurance team intervene, you will receive a written response within ten working days. If ten working days is not possible, you will be contacted and informed of the delay and will be provided with a timeframe of when this will be completed. Times when the ten-day expectation is not possible could be:
- a) Availability of all parties concerned
 - b) Limits on establishing all facts
 - c) Obtaining all evidence
- 5.8. **Formal contact**, all forms of contact will receive:
- a) An acknowledgement within 5 working days
 - b) Investigations complete within 30 working days. Where 30 working days is not possible, you will be contacted and informed of the delay and will be provided with a timeframe of when this will be completed, see paragraph 5.7.
- 5.9. All contact and actions will be followed up by email to ensure effective communication and clarification of actions agreed. As well as providing evidence for audit purposes and follow-up reports.
- 5.10. All contact will be collated, anonymised and included in quarterly and annual reports, allowing for evaluation of the effectiveness of this policy and the integration of all lessons learnt into subsequent versions of this policy.

6. Before making the complaint or appeal learners should

- 6.1. Try to resolve this informally by:
- a) Approach the person to try and resolve the matter. Discussions with the person can sometimes resolve the matter. All coach's do want all learners to enjoy their learning experience and succeed.
 - b) All coach's will report all comments on decisions made and feedback received to their allocated Internal Verifier. The Internal Verifier may call you to discuss the incident and establish if this is resolved appropriately.
- a) If unable to speak
- 6.2. If you are unable to directly speak to the person do call the office on **0151 647 1406** and ask to speak to one of our Internal Verifiers who will:
- b) Take the details of your concern
 - c) Try to resolve the situation with you, if this is not possible, they will:
 - a. Investigate the concern
 - b. Discuss with the personnel involved
 - c. Review documentation
 - d. Provide you with a timeframe for response
 - i. Five working days from the date of your contact
 - ii. Inform you if it will take longer and provide the rational for not having the response within five working days.
 - e. Provide you with an email confirmation of the details of the discussion and actions agreed

d) The internal verifier will record details of the contact and inform the Development Manager

- 6.3. If you are unhappy or unable to make contact directly or by phone, then please use our online form as detailed in paragraph 3.1 above.
- 6.4. If you prefer to write, our address is:
- Development Manager
 - Dianthas Ltd
 - 62 – 64 Woodside
 - Birkenhead
 - Wirral CH41 1EL

Or email: internal.verifier@dianthasltd.co.uk

- 6.5. Within the correspondence add:
- a) Your name
 - b) Your employer
 - c) Name of the person you are referring to
 - d) The good and bad aspects
 - e) Dates referring too
 - f) Steps taken so far, if a complaint or appeal
 - g) Response received from coach, if appeal
- 6.6. Once the letter has been received you will receive a call from one of our Internal Verifiers to acknowledge receipt of your letter. The internal Verifier will discuss the letter with you and actions to be taken. If you are unable to be contacted the Internal Verifier will send:
- 6.7. Written confirmation of receipt of your correspondence will be sent to you within 5 days from receipt of your letter which will detail:
- a) The overview of the conversation, if occurred.
 - b) The person responding to your contact
 - c) Actions that will be taken
 - d) Timeframe for any subsequent investigations
- 6.8. Potential responses in relation to comments and compliments:
- a) Shared with the staff member
 - b) Shared on social media
 - c) integrated into practice
- 6.9. Responses in relation to complaints
- a) Investigation
 - b) What was investigated
 - c) The outcome of the investigation
- 6.10. All comments, compliments, complaints and appeals will be added to quarterly and annual reports, see paragraph 5.10.

7. Unhappy with the outcome of

- 7.1. **An appeal**, learners can approach scheme verifiers who are appointed by the awarding body. To approach the awarding body, you will need to know
- a) The Awarding Organisation
 - b) Your registration number
 - c) Qualification registered for

- d) Actions taken about the appeal
 - e) Outcome from ourselves
- 7.2. The above information can be found within your *Programme Profile*
- 7.3. All appeals and complaints are discussed with Scheme Verifiers
- 7.4. **A complaint**, learners who are funded through the Education Skills Funding Agency (ESFA).
Include:
 - Apprentices
- 7.5. Complaints to ESFA are only taken in writing by:
Email: complaints.esfa@education.gov.uk
Address: Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT
- 7.6. When writing to ESFA ensure you include:
 - a) the name of the organisation you are complaining about
 - b) details of what your complaint is, together with the relevant documents
 - c) evidence that you have fully exhausted the organisation's complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
 - d) permission to disclose details of your complaint to the organisation concerned
 - e) if you are acting on behalf of a learner, evidence that you have their permission to do so
- 7.7. Further information about complaining to ESFA can be found [here](#)

8. Updates

- 8.1. This policy will be reviewed:
- a) Annually
 - b) Lessons learnt from investigations
 - c) Should ESFA make recommendations on policy application
 - d) Should Scheme Verifiers make recommendations on policy application