



## Customer Complaints Policy and Procedure

CMS Vocational Training Ltd (CMS) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

### **Our policy is:**

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at CMS knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### **Definition of a Complaint:**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of their experience with CMS.

### **Where Complaints Come From:**

Complaints may come from any person or organisation who has a legitimate interest in CMS.

A complaint can be received by email or in writing. This policy does not cover complaints from staff who should use the CMS Discipline and Grievance policy.

### **Confidentiality:**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility:**

Overall responsibility for this policy and its implementation lies with the CMS board

### **Review:**

This policy is reviewed regularly and updated as required.



## Complaints Procedure of CMS Vocational Training Ltd

1.1 The client/customer will outline their complaint in writing or via e-mail to [info@cmsvoc.co.uk](mailto:info@cmsvoc.co.uk)

1.2 On receipt the Operations Director will decide of the course of action:

Considerations will include:

- The nature of the complaint
- The appropriate individual to deal with the complaint

1.3 Whoever is deemed the appropriate person to deal with the complaint will:

- Inform client/customer that the complaint will be investigated and responded to within 10 working days
- If appropriate any required future actions and timescales should be agreed and documented
- All documentation related to a complaint should be stored :F/Directors/Complaints
- The investigating individual should respond in writing with a final outcome.

2.1 Manager/Operations Director to:

- Inform the Board of the final outcome
- Discuss further at Operations Meeting
- The Directors to be consulted if the complaint is of a serious nature and full details to be recorded in the meeting minutes.

2.2 Appeals to outcomes may be submitted to CMS via letter or e-mail within 10 working days of receipt of a final outcome. An appropriate board member should then consider the appeal and respond within 10 working days of receipt.

3.1 If the customer continues to find the outcome unsatisfactory they are advised to make contact with the appropriate awarding organisation and act in accordance with their appeal and / or complaints policy.