



Complaints Policy

Policy Purpose and Scope

This document sets out the DiVA's complaints policy and procedures and is aimed at learners, employers, and all interested parties who encounter a direct or indirect service from DiVA.

For this policy those listed above shall be referred to as 'the client'.

We aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. This will include speaking directly to the person concerned. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 1

If the client is unable to resolve the matter informally, they must report it to the Operations Manager. This can be done in an email or letter form. The Operations Manager will investigate the complaint with assistance from appropriate members of staff and inform the complainant of the outcome within 10 working days. Once the correspondence has been received the Operations Manager will provide a response to the client within 10 working days of receipt of the correspondence.

Stage 2

If the client is not satisfied with the response given they can write to the Director asking for the complaint and response to be reviewed. The Director will reconsider the decision within 10 working days and may uphold the complaint, dismiss the complaint or suggest alternative action.

We will acknowledge receipt of the complaint within 4 working days of receipt and provide a written response within 15 workings days.



Stage 3

If the response from the Director of DiVA is not satisfactory, and the client is from a company that does not pay the Apprenticeship Levy, the client may escalate the complaint in writing to either the Quality Manager listed below, who will respond accordingly. In the event, the client is from a company that does pay the Apprenticeship Levy, and they are not satisfied with the response provided at Stages one and two they should proceed to Stage four below.

Complaints should be addressed to:

Jane Clarke, Head of Quality
Keits Training Services Ltd
502 Centennial Park
Centennial Avenue
Elstree Hill South
Elstree
Herts
WD6 3FG
Tel: 0208 327 3800
Fax: 0208 236 0374
Mob: 07587 771272
E: Jane.clarke@keits.co.uk

Stage 4

If the client is not satisfied with the response provided at Stages 1, 2 or 3 (where applicable) they should raise their complaint to the Education Skills Funding Agency

Complaints should be addressed to:

Complaints Team,
Education Skills Funding Agency,
Cheylesmore House,
Quinton Road, Coventry,
CV1 2WT
complaintsteam@sfa.bis.gov.uk.

Details of their policies can be found here:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Corrective action

If a substantiated complaint is made about an employee of DiVA he/she can expect some form of corrective action to be taken by company. This could be in the form of a short informal word from the Director, a recommendation or requirement to undertake training or coaching, a formal note on their personnel file in which case the matter may be raised in the context of the individual's appraisal, steps under our disciplinary procedure, or other action. In an extreme case it may result in a formal warning or even dismissal or termination of contract.