



Compliments and Complaints Policy and Procedure

ICSI appreciate that complaints can take many different forms and that they vary in seriousness. Because of this, we will view any situation where we become aware of anyone feeling dissatisfied with any aspect of our Apprenticeships or qualifications service and delivery as a complaint. Equally, we are always delighted to hear about successes, and are pleased to receive compliments about our staff, resources or delivery services. This policy relates to external customers, which for the purposes of this procedure is employers and students who use our Apprenticeship service.

In all instances we will try and resolve a complaint informally without going through the formal channels, however the process has been designed to ensure confidence in resolving any potential complaints to a satisfactory outcome for all parties.

Whenever a customer would like to submit a complaint, they can do so as documented in the 'Complaints Process' that can be found in Appendix A.

All complaints and compliments are monitored and fed back to relevant staff to help us improve services and to inform future policy.

Compliments

We are always delighted to hear favourable views of our services. If customers have received an excellent experience with ICSI, they are requested to inform their tutor who will pass on the comments to the Office Manager. If customers wish to write to us about favourable experience, we request the Customer Compliments form is completed and posted or e-mailed to the address on the form with the relevant information about your experience.

Complaints Procedure

Stage 1

Complaints should initially be raised with the tutor for learners or Account Manager for employers. They will inform their respective line manager who will speak directly to the complainant to resolve the complaint swiftly. We aim to contact within 48 working hours.

Stage 2

Completed Complaints Forms are sent to the Office Manager and logged onto the CRM system. These are then communicated to the Quality Manager and this instigates the process as outlined in Appendix A. The SMT will investigate the complaint and offer formal feedback. The complainant will be notified of the next stage and if any changes will be actioned as a result, all of which are logged in the Change Process.

Stage 3

Should the complainant be dissatisfied with the outcome, they can contact the CEO directly who will address their issues and manage and monitor the complaint until it is resolved.

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Customers will receive updates and communications as the resolution is being further investigated and solutions to the resolve are found and accepted within the timescales shown in the summary below.

Summary

Any complaint will be handled in accordance with our internal complaints process. These govern the acknowledgement, investigation and response to complaints. The statement below provides an overview of these procedures:

- We will acknowledge in writing any complaint received by email or post.
- This acknowledgment will be made within five working days of receipt and will explain what we will do to resolve the complaint.
- We will follow this acknowledgement within four weeks with a report showing the action that the SMT has taken to resolve the complaint and, if necessary, prevent any reoccurrence.
- Our target is to resolve all complaints within four weeks. If we cannot do this, we will contact to explain why and give a deadline by which the complaint will be resolved

Corrective and Preventive Actions

ICSI will takes corrective action to prevent recurrence. These activities are done through the use of the formal Corrective Action Request system and are documented in the '**Corrective and Preventive Actions Process**' that can be found in the Appendices below.

Complaints Log

All complaints will be logged within this document as shown in the Appendices.

Complaints Form and Compliments Forms

Please see the forms within the Appendices below.

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Appendix A Complaints Process.

Process Flow (Based on RACI Methodology)									
Process Concerned:		Complaints Process							
Prerequisites:		N/A							
S/N	Activities	Top Management		Technical			IT	Training	
		Director	Quality Manager	Administration Manager	Administration Officer	Accounting Officer	IT Manager	Training Manager	Lead Trainer
1	Receipt of Complaint								
1.1.	Receive Complaint and Acknowledge Receipt		I	A	R				
1.2.	Entry to CRM		I	A	R				
2.	Process Complaint								
2.1.	Review and Analyze Complaint	C	A/R	I			I	I	
2.2.	Identify and Escalate to Complaint Owner	C	A/R	I			I	I	
2.3.	Plan Required Actions	C	A/R	I			I	I	
3.	Decision / Actions								
3.1.	If a Change is Required, Initiate ' Change Process '	C	A	I	R			I	
3.2.	If a Non Conformity Occured, Initiate ' Corrective Action Process '								
3.3.	Implement Change / Corrective Action(s)	C	A	R	I	I	R	I	I
3.4.	Respond to Originator		I	A	R				
3.5.	Update Complaint Log		I	A	R				

R.A.C.I. Definitions		
R	Who is Responsible	The person who is <u>assigned</u> to do the work
A	Who is Accountable	The person who makes the <u>final decision</u> and has the <u>ultimate ownership</u>
C	Who is Consulted	The person who must be <u>consulted before</u> a decision or action is taken
I	Who is Informed	The person who must be informed that a decision or action <u>has been taken</u>

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Issue and Change Process.

Process Flow (Based on RACI Methodology)									
Process Concerned:		Issue and Change Process							
Prerequisites:		N/A							
S/N	Activities	Top Management		Technical			IT	Training	
		Director	Quality Manager	Administration Manager	Administration Officer	Accounting Officer	IT Manager	Training Manager	Lead Trainer
1	Receipt of Change Request								
1.1.	Receive Change Request and Acknowledge Receipt		I	A	R				
1.2.	Log Change Request		I	A	R				
2.	Evaluation of Change Request								
2.1.	Evaluate Change Request		A/R	I				I	
2.2.	Decision and Approval to Implement	C	A/R	I				I	
3.	Implementation of Change								
3.1.	Implement Change		A	I	R			I	
3.2.	Update Change Log		A	I	R			I	
4.	Notification of Interest Parties (If required)								
4.1.	Notify Originator of Change Request (incl APMG/CESG if the change was originated by them)		A	I	R			I	
4.2.	Notify Interested Parties (e.g. Delegate or Trainer) on Change		C/A	I	R			I	
4.3.	If the change is to more than 10% of the material, Notify Accreditation Bodies (APMG/ CESG)		C/A	I	R			I	

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Corrective (and Preventive) Actions Process.

Process Flow (Based on RACI Methodology)									
Process Concerned:		Corrective (and Preventive) Actions							
Prerequisites:		Course Delivery And/Or Complaint And/Or Internal Audit							
S/N	Activities	Top Management		Technical			IT	Training	
		Director	Quality Manager	Administration Manager	Administration Officer	Accounting Officer	IT Manager	Training Manager	Lead Trainer
1	Raise of Corrective Action								
1.1.	Receive and Acknowledge Non-Conformity from Originator		A/R		I				
1.2.	Log Non-Conformity		A		R				
1.3.	Document Non-Conformity and Raise Corrective Action	I	A/R	I			I	I	
2.	Process Corrective Action								
2.1.	Review and Analyze No- Conformity		A/R						
2.2.	Identify and Escalate to No- Conformity Owner	C	A/R						
2.3.	Plan Corrective Action and Alternatives	I	A/R	I			I	I	
3.	Decision / Actions								
3.1.	Decide on Corrective Action and Timescales to be Implemented	C	A/R	I			I	I	
3.2.	Implement Corrective Action (incl. Root Cause and Effectiveness)	I	A/R	I			I	I	
3.3.	Notify Originator		A		R				
3.4.	Update Corrective Actions Log.		A		R				

R.A.C.I. Definitions		
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A	Who is Accountable	The person who makes the <u>final decision</u> and has the <u>ultimate ownership</u>
C	Who is Consulted	The person who must be consulted <u>before</u> a decision or action is taken
I	Who is Informed	The person who must be informed that a decision or action <u>has</u> been taken

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Complaints Log Template.

Complaints Log Template

A file named ICSI_Complaints_Log.xls will be kept in the Quality folder of the ICSI storage. The file will contain records of any complaints received and actions taken, according to the relevant process in Appendix A of the ICSI Quality Manual. Complaint records will be kept for a minimum of three years.

Complaint # (1)	Date Received	Method (2)	Complainant / Client Contact Details	Summary of Complaint	Complaint Owner	Action Taken (3)	Client Notified Date & Initials	APMG Notified Date & Initials
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Notes:	
(1)	Complaint #: Sequential Number issued on logging
(2)	Method: Notes on the method that the complaint was received (e.g. Course Evaluation, e-mail, verbal etc)
(3)	Actions Taken: Should identify the actions taken, including corrective actions and details of any offer / recompense to complainant

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Customer Complaints Form

If you have reason to complain about the Apprenticeship service you have received from ICSI, please complete this form and return it to us at:

Post: ICSI, AU34, Science and Innovation Centre, Bletchley Park, Sherwood Drive, Bletchley, MK3 6EB

E-mail: info@icsi.co.uk

Please place a ☐✓ in the appropriate boxes.

Employer		Apprentice		Other (please state)	
Nature of Complaint (please <input checked="" type="checkbox"/> all that apply)					
Tutor		Course not as stated		Employer Support	
Support Materials		Visits and reviews		English & Maths	
Communication		Accessibility		Certification	
End Point Assessment		Contract		Other	

Please give relevant information below to enable to investigate your complaint

--

Your full name: _____

Your address: _____

_____. Postcode: _____

Telephone: _____ E-Mail: _____

How would you prefer to be contacted? Please ☒ your preferred choice

Phone		E-mail		Post		At work (Y/N)	
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As per our policy, you will be contacted within 5 working days.

Thank you for completing this form

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Customer Compliments Form

We strive to offer the highest quality Apprenticeship Service. If we have met or exceeded your expectations and would like to comment, please complete this form and return it to us at:

Post: ICSI, AU34, Science and Innovation Centre, Bletchley Park, Sherwood Drive, Bletchley, MK3 6EB

E-mail: info@icsi.co.uk

Please place a ☐ ☒ in the appropriate boxes.

Employer		Apprentice		Other (please state)	
Nature of Compliment (please <input checked="" type="checkbox"/> all that apply)					
Skills Coach		Course not as stated		Employer Support	
Support Materials		Visits and reviews		English & Maths	
Communication		Accessibility		Certification	
End Point Assessment		Contract		Other	

Please write your comments in the box below

If there was anyone who you would like to specifically mention who went 'the extra mile' to support your programme, please write their name below and what they did.

Your full name: _____

Your address: _____

Postcode: _____

Telephone: _____ E-Mail: _____

How would you prefer to be contacted? Please ☒ your preferred choice

Phone		E-mail		Post		At work (Y/N)	
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Thank you for completing this form

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