



COMPLAINTS, COMMENTS & COMPLIMENTS POLICY

January 2023



Complaints, Comments and Compliments Policy

Citrus recognises that continuous improvement of our services can only be achieved by listening carefully to our customers, who are the employers and learners who engage with our services.

We strive to encourage and learn from feedback whether this is preventing a negative situation recurring or identifying good practice to be implemented across the department.

Service Standards

All members of Citrus work to these standards:

- Manage communications promptly
- Provide good quality services
- Be helpful, fair, honest, professional, courteous and consistent
- Provide the relevant information
- Take ownership of comments, complaints and queries
- Inform customers of what can be done to resolve the query
- Treat personal information as confidential and keep it secure
- Remain open to feedback and encourage employers and learners to give feedback
- Publicise account manager contact details as the contacts to use for further feedback
- Listen to employer and learner comments and learn from them.

Learner Feedback

Feedback is gathered through learner feedback forms, IV visits, emails and observation of training assessment and learning. Learner feedback is monitored by the assessment manager. The assessment manager will contact the learner where further clarification on feedback is needed to make improvements. The assessment Manager will enter learner feedback onto the complaints, compliments and comments register and take and record the required actions to resolve the situation and, in some cases, prevent recurrence. This may include praising the staff involved, sharing good practice and areas for improvement at standardisation meetings, updating procedures, identifying training needs and updating continuing professional development folders.

Any complaints from learners regarding the results of assessments will be raised through the Citrus appeals procedure, which is explained to learners during induction.

The assessment manager reports on learner feedback at the monthly quality improvement meeting.

Candidate Appeals Procedure

Code of Practice

Rationale

1. All candidates have the right to challenge the assessment decision made by an assessor on a unit of competence.

Range

2. This procedure is applicable to all apprentice candidates on all Standards and Framework programmes.

Candidates Appeals Procedure

3. The following steps are to be followed if a candidate wishes to appeal against an assessment decision:

- a. The candidate should first discuss the reason for appeal with the assessor if possible.
- b. If the candidate is not satisfied with the assessor's final decision an appeal should be made using the Appeals Form attached below in Appendix 1.
- c. The Internal Verifier (IV) should inform the Quality Assurance Coordinator (QAC) that an appeal has been lodged within 5 working days.
- d. If the candidate is not satisfied with the findings of the IV (findings to be given to the candidate within 10 working days of receipt) then the appeal may be referred to the appeals panel who will be made up of individual/s within the company who are able to be objective about the situation.
- e. If the situation cannot be resolved the QAC should inform the External Verifier (EV) that an appeal has been lodged within 5 working days of receipt and provide them with a written account of the appeal and subsequent actions.
- f. The EV will examine the evidence and if deemed necessary speak to all concerned and then notify the QAC, IV, Assessor and Candidate in writing, of any decisions made.

Note

Comprehensive records should be made of any appeal and subsequent actions and findings in line with the Code of Practice

Employer Feedback

Feedback is gathered through Employer feedback forms, follow up visits from Training and Development Consultants and from telephone conversations and emails. Employer feedback is monitored by the Quality Manager. The Quality Manager will contact the Employer where further clarification on feedback is needed to make improvements. The Quality Manager will enter Employer feedback onto the Complaints, Compliments and Comments Register and take and record the required actions to resolve the situation and, in some cases, prevent recurrence. This may include praising the staff involved, sharing good practice and areas for improvement at Standardisation Meetings, updating procedures, identifying training needs and updating Continuing Professional Development folders.

The Quality Manager reports on Employer feedback at the quarterly Quality Improvement Meeting.

Responding to Feedback

Where an Employer or Learner has given feedback that requires a response. Emails will be responded to within 2 working days and telephone queries within one working day. If the query cannot be resolved immediately the client or learner is responded to within 2 working days and given a date for resolution.

Complaints

Where a Learner or Employer has made a complaint through the above procedures and is still unhappy with the response the complaint can be escalated to the Group Development Manager who will check that procedures have been followed, review the complaint and take the final decision on the resolution of the complaint.

Monitoring

The Quality Manager is responsible for monitoring and ensuring compliance with this policy and procedures.

The Quality Manager will check the Complaints, Compliments and Comments Register fortnightly to check that feedback entered has been acted on in an appropriate and timely manner.

The Complaints, Compliments and Comments Register is reviewed at the quarterly Quality Improvement Meeting.

Signed:



Wayne Taylor
(Managing Director)

Appendix 1: Candidate Appeal Form

Centre Name:	
NVQ/SVQ/Course title and level:	
Units of competence:	
Date of assessment decision:	
Candidate name:	
Assessors name:	
Internal verifiers name:	
Appeals panel name/s:	
External verifier name:	

Candidates Summary of reason for appeal (Copy of assessment plan and evidence attached) – To be completed by the Candidate			
Candidate Signature:		Date:	
Assessors summary of situation - to be completed by the assessor			
Assessor Signature:		Date:	
Internal verifiers comments – to be completed by the internal verifier			
Internal Verifier Signature:		Date:	
Appeals panel comments – to be completed by a member of the Appeals Panel			
Appeals Panel Signature:		Date:	
External verifier comments – to be completed by the External Verifier			
External Verifier Signature:		Date:	