



# Complaints Policy 2021



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## Complaints Policy

### Policy Promotion and Engagement

All staff working for eVolve your future Ltd are required to read our policy documents and sign to confirm that they have done so.

EYF policies are reviewed annually unless there is a legislative or ethical reason for change to policy during the year. All colleagues are provided with an update document detailing any changes that have occurred following the last review. Each review is dated and version controlled. These changes are discussed in Team meetings with all staff and the understanding of these updates is also confirmed by a signature sheet.

Policies are in place to ensure that the company and it's staff are compliant with statutory legislation, partner regulations and the company specific requirements.

All relevant Policies can be accessed from the eVolve your future website, found at:

[www.evolveyourfuture.co.uk](http://www.evolveyourfuture.co.uk)

Learners are made aware of the availability of these policies when they are signed up to our courses.

Policies are available to partners on request.

### 1. Purpose

We aim for high standards in customer (learners and apprentices) satisfaction and happy and engaged employees. The aim of this policy is to ensure we have a process in place to ensure consistent and professional management if there is cause where a customer or employee feels they have cause to complain.

eVolve your future recognises a complaint is a statement that an action is unsatisfactory or unacceptable.

### 2. Informal Resolution

If an employee or customer at any time feels they have reason to complain, in the first instance they will be encouraged to discuss this with the person involved in the complaint in an attempt to resolve the matter directly and informally. We will always endeavour to consider and respond to any complaints raised in a fair and sympathetic manner. Should we be unable to resolve the matter using the informal stage we will invoke the formal complaints procedure.

### 3. Formal Complaints Procedure

In the unfortunate event that an informal resolution is unsuccessful then the matter will be referred to a higher level of management.

- All complaints regarding employees should be made to a Director.
- The person raising the complaint will be asked to provide details of the complaint and the name of the person concerned.



- All complaints will be dealt with within ten working days from receipt of the complaint and will be investigated promptly, sensitively, impartially and, as far as practicable, confidentially.
- Should we feel it appropriate we may engage an independent third-party resource to represent the Company and to investigate the matter.
- The outcome of any investigation will be confirmed in writing.
- A complainant may exercise their right to appeal the decision reached and should this be necessary we will provide details of whom the appeal should be address.
- The decision reached following the appeal is final and will be confirmed in writing.

### **Policy Review**

This policy is reviewed at least annually by eVolve your future's Managing Director, Kay Brockall.

***Date of latest review:*** December 2021

***Signed:***

A handwritten signature in blue ink that reads "K Brockall". The signature is written in a cursive style with a long horizontal stroke at the end.

This policy is next due for review September 2022.