



Customer Complaints Process

A Complaint is an expression of dissatisfaction to which a resolution is required. It is important to differentiate between a formal complaint and simply raising informal issues and queries.

Where there is an expression of dissatisfaction, Inspire 2 independence Ltd (i2i) take this very seriously and will conduct where applicable, the following 3 stage approach for a resolution:

- **Stage One:**
Resolution at local level through your adviser and skills trainer
- **Stage Two:**
Investigation and resolution by the relevant operational manager or equivalent senior manager and where required the Prime Contractor is notified
- **Stage Three:**
Referral by relevant operational manager to the Prime Contractor or from the Quality and Standards Manager (Skills) to the SMT, escalated to the Awarding Body and/or ESFA

Irrespective of whether the complaint is made formally in writing or made verbally; either in person or over the telephone the concerns should first be addressed at a local level with the Complainant's i2i adviser, trainer, manager or internal verifier. All complaints will be acknowledged within 3 working days.

The advisor will work with the Complainant to resolve the complaint. However, in the unlikely event that the complaint cannot be resolved, it will be immediately escalated to the local i2i manager for further action.

The manager will work with both, the advisor and the Complainant to provide a resolution to the complaint. However, if the Complainant feels that the complaint has still not been resolved the manager will refer the complaint to the relevant Operations Manager (DWP programmes only) or the next senior manager.

The senior manager will conduct a thorough investigation into the complaint so that the complaint can be resolved. However, we recognise that from time to time the Complainant may feel that their complaint has still not been resolved to their satisfaction and in these instances; i2i will refer the complaint to their Prime Contractor / funding organisation / awarding body for further action and will work with the Prime / funding organisation / awarding body to resolve the complaint or to the SMT for Skills Qualifications.

Complaints Process Stage One - Resolution at Local Level:

1. The adviser/trainer should identify if the complainant is raising an informal issue or query; or if the complainant wishes to make a formal complaint.
The adviser/trainer should immediately work with the complainant to action and resolve the complaint.
2. If the advisor cannot resolve the complaint to the Complainant's satisfaction and the complainant wishes to progress with making a formal complaint, the complainant must be requested to complete a Customer Complaint Form.
The advisor must immediately inform the local manager and ensure that full factual case notes regarding the meeting have been recorded within the Management Information System or on the customer file.
3. Once the Customer Complaint Form has been received, managers will acknowledge receipt of this and respond to the complainant to arrange a meeting to take place within 3 working days so that the concern or reason for dissatisfaction can be further discussed and resolved.

Please refer to the Complaints Processes as issued by the Prime Contractor / Funding Organisation / Awarding Body, utilising all relevant letters and logs to ensure complaints are resolved in line with requirements.

