



Complaints Procedure

January 2020

Policy Group: Human Resource
Procedure Number: 1.6.1
Procedure Title: Complaints Procedure
Date and current version: January 2020
Review Date: January 2022

Scope

All learners, employers, stakeholders and members of the public

Purpose

To timely and effectively resolve complaints and to use the information to improve our service and to ensure complaints can be handled professionally.

Comment

It is accepted that at times a person can feel aggrieved by their treatment of service. It is essential that Skills 4 have a professional mechanism to deal with the complaint. It is in everyone's interest for the centre to respond effectively and openly to all requests for an investigation into a suspected incident of malpractice.

Procedure

