



## Complaints Procedure

Effective from: 01.01.21

Approved: Board of Directors

Responsible officer: Cordelia Singh

Next review due: 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

