



Policy & Procedure

Feedback & Complaints

## Policy Statement

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Willing and Able Ltd is committed to providing an excellent service. Gaining timely feedback from customers is an important part of helping us to identify what we do well and where we need to improve to reach the levels of service to which we aspire.

We therefore encourage all feedback from customers whether this is about their satisfaction with our service, suggestions for where we can improve or, where they wish to complain about the service they have received.

Willing and Able takes all complaints seriously and will deal with them promptly to fully investigate and resolve customers' concerns and put things right when they go wrong. We will keep customers informed about progress of their complaint and the outcome, and will use this experience to continually improve our service.

The procedure below outlines how all our customers can help us improve our service.

## Communication

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This policy will be communicated to customers as part of their induction to a Willing and Able programme. It will be available on our Elearning platform Aptem and available via our website.

All staff will be trained in how to handle complaints and to fully implement these procedures as part of their initial training.

## Feedback

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We are always pleased to find out what customers think of our service, whether this is something we have done particularly well or suggestions for how/where we could do things better. Customers can pass on compliments or suggestions in a number of ways:

- speaking directly to any member of staff
- sending an email to [info@willingandable.org.uk](mailto:info@willingandable.org.uk)
- completing a comment form available from any member of staff, and return it to our Willing and Able Ltd or posting to our Head Office for the attention of the Head of Apprenticeships and Training, 1<sup>st</sup> Floor, 6 Lanark Square, London E14 9RE
- completing an evaluation sheet or survey when requested

All feedback will be logged by the Quality Manager who will undertake regular analysis to identify any trends that will help continually improve our service and processes.

Where customers make suggestions for improvements to our service, the Quality Manager will liaise with relevant Senior Management and operational staff to explore whether a change is appropriate, what impact the suggested changes will have and how viable they are, before making a decision about potential change. They will advise customers of the outcome of their suggestion.

Willing and Able Ltd will not normally acknowledge receipt of compliments – if customers would like us to do so they should request this as part of their communication and provide contact details.

## Complaints

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Unfortunately there may be occasions when a customer is not satisfied with our service and wishes to make a formal complaint.

Willing and Able Ltd have a four-stage process that should be followed:

**Stage 1:** raise the complaint with the main contact person at Willing and Able e.g. Learning Mentor. These are the best people to immediately investigate and sort out any worries or concerns quickly and informally.

**Stage 2:** If the response is not satisfactory the complaint should be raised with Willing and Able's Business Process Manager.

Customers may put the complaint in writing either by completing a Complaint Form (available on Aptem or downloaded from [www.willingandable.org.uk](http://www.willingandable.org.uk) via the Contact Us page / Complaints Procedure); or via letter or email containing full details of the complaint, including their programme and contact details.

The completed Form or written complaint may be sent by email to [info@willingandable.org.uk](mailto:info@willingandable.org.uk) or sent/handed in to the Willing and Able Head Office marked for the attention of the Business Process Manager.

Customers who are unable to put a complaint in writing should call 0207 517 9695 and ask to book a meeting with the Business Process Manager to discuss their complaint in detail.

The Business Process Manager will log the complaint and track the case to ensure it is dealt with promptly and effectively and ensure all of the relevant managers and staff are consulted as part of the investigation. Willing and Able will send an acknowledgment letter within three working days of receiving the complaint.

The complaint will be investigated by the relevant members of staff. Willing and Able Directors are kept informed of complaints and will assist with resolving issues as and when required. If the complaint relates to one of our partners the Business Process Manager will lead the investigation in consultation with the relevant partner organisation.

A written response, including suggestions to resolve the matter, will be sent within 14 calendar days of the acknowledgement letter.

**Stage 3:** If the complaint has not been resolved to the customer's satisfaction they should write to the Head of Apprenticeships and Training - Head Office within 21 days outlining why they are dissatisfied with how the complaint has been addressed.

The Head of Apprenticeships and Training will investigate the case, including how the original complaint was handled, and reply to the customer within 14 days with the outcome and suggested resolution.

**Stage 4:** If a customer has followed the above process but remains unhappy with the outcome and wishes to pursue the issue further, they may follow the external complaints process which is in place with the relevant funding body. This may mean complaining directly to the Skills Funding Agency, the National Offender Management Service, or direct to the Independent Case Examiner (ICE) for complaints about Department for Work and Pensions programmes. In most cases the complaint must be made within three months from the date of the complaint response letter. Willing and Able will advise customers on who to complain to as part of their Stage 3 response.

*Willing and Able Head office is located at – 1<sup>st</sup> floor, 6 Lanark Square, London E14 9RE*

## Responsibilities

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All staff and delivery partners are responsible for ensuring all feedback is handled in line with this policy. Specific responsibilities are as follows:

- Business Process Manager – responsible for maintaining a record of complaints and feedback, tracking complaints to ensure they are dealt with effectively, leading investigations into complaints, identifying trends in feedback and complaints to inform continuous improvement activity.
- Head of Apprenticeships and Training – responsible for investigating Stage 3 escalated complaints and overseeing the handling of complaints in line with this policy.

## Monitoring & Review

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The Business Process Manager will monitor the level of complaints and feedback on a six monthly basis analysing the range and type of complaints/feedback, response times, speed of complaint resolution, including identifying trends in teams, locations, subjects.

This policy will be reviewed annually by the Compliance Manger to ensure that it continues to meet business needs, including adopting recognised industry best practice. The Business Process Manager will report to the Head of Apprenticeships and Training who will in turn report to the Board on the effectiveness of the policy and whether any changes are needed.

## Complaints Form

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If you wish to make a complaint, please complete this form:

1. Your Contact Details	
Full Name	
Address	
Telephone Numbers - Landline Mobile	
Email Address	

2. Representatives Details	If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:
Full Name	
Address	
Telephone Number	
Email Address	
Client Consent: Where our client has requested a Representative act on their behalf the client must sign below to confirm sharing of information with the third party.	
Client Signature:	

3. Your Programme/Contract Details	
Your Programme	
Your Advisor, Learning Mentor, Tutor or main contact within Willing and	

<b>Able's name</b>	
<b>The office you attend</b>	

<b>4. History of your complaint</b>	
Have you raised this complaint with the person you work directly with? <i>(please circle your answer)</i>	Yes                      No
If yes, when did you raise this?	Date:
Have you raised this complaint with the Line Manager of the person you work directly with?	Yes                      No
If yes, when did you raise this?	Date:

<b>5. Details of your complaint</b>	What is your complaint? Please be as specific as possible:

6. Resolution sought	How would you like your complaint resolved?

Please either take your completed form in an envelope marked for the attention of the Head of Apprenticeships and Training and post to the address below or attach to an email to [info@willingandable.org.uk](mailto:info@willingandable.org.uk)

Head of  
Apprenticeships and  
Training  
Willing and Able  
Limited

1<sup>st</sup> floor, 6 Lanark Square

London

E14 9RE

## Feedback Form

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If you wish to leave us feedback, please complete this form:

1. Your Contact Details <small>(only complete if you want us to be able to contact you)</small>	
Full Name	
Address	
Telephone Numbers - Landline Mobile	
Email Address	

2. Details of your feedback

Please either hand your completed to a member of staff or post to the address below or attach to an email to [info@willingandable.org.uk](mailto:info@willingandable.org.uk)

Head of Apprenticeships  
and Training  
Willing and Able Limited  
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London  
E14 9RE