



Compliments, Comments & Complaints Policy

Rationale

TaylorITEX CIC is committed to providing a good standard of service and are proud of our many successes. However, we are aware that there can be times when things go wrong. If things are not to the standard that they should be then, it is important that the learners should not only voice their concerns but, also to inform us in writing if possible so that the complaint can be adequately investigated and processes put in place so that a likewise incident does not reoccur.

Compliments

If a learner feels that a compliment should be made, then it is appreciated if this can be sent in writing to the Executive Director of Services. All members of the team will be notified if a member of staff has acted in a way that is deemed to be above the normal level of duty and this will be recorded on their Personnel File.

Procedure

All complaints will be dealt with seriously and investigated in a professional manner. Written response will be made within 10 working days of the complaint being made.

Written communication should be sent to:-

Executive Director of Services
TaylorITEX CIC
Fenside Community Centre
Taverner Road
Boston
Lincolnshire
PE21 8NL

Telephone: 01205 360800

Email: mick@tayloritex.co.uk

Comments

TaylorITEX operates a rigorous client satisfaction policy. All service users are given the opportunity to provide the company with direct feedback either personally or confidentially.

Learner Satisfaction Surveys are carried out at the end of each course, and the content of these are recorded and evaluated, on a regular basis, and used to improve the quality of service and delivery.

Feel free to make comments as appropriate. If you wish for a direct contact to respond to you, adding your name will allow us to respond appropriately and promptly.

Compliments, Comments & Complaints Policy (Cont.)

Feedback

All feedback forms are monitored, analysed and assessed and dealt with through our administration system. We use these statistics for quality analysis and implement them into our Self-Assessment Report (SAR). Identification of compliments and complaints are dealt with by management who aim to have followed up all necessary comments within 48 hours and actioned immediately thereafter.

All reports and documentation of compliments and complaints are stored in a file with recording evidence of action taken.

Evaluation

This Policy will be reviewed annually, this is not time limiting and it will be revised if instances occur requiring further input.

Signed:



Name of Signatory: Julie Ann Mitchell

Date: 28 July 2021

End