

# Compliments, Comments and Complaints Policy

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## Introduction

At TaylorITEX CIC, we are committed to delivering high-quality education, training, and community support. While we value positive feedback and take pride in learner satisfaction, we also acknowledge that concerns or complaints may arise.

This policy outlines:

- how to share compliments
- raise concerns
- submit formal complaints.

It applies to all learners, clients, visitors, and partners.

## Compliments and Comments

We welcome positive feedback about our services or staff.

### Compliments should be sent in writing to:

Executive Director of Services – Michael Taylor

Email: [mick@tayloritex.co.uk](mailto:mick@tayloritex.co.uk)

Address: Black Sluice Lock Cottages, South Forty Foot Bank, Boston, PE21 7RA

All compliments will be shared with relevant staff and recorded in their personnel files.

Comments or suggestions about our services can be submitted anonymously or with contact details for follow-up. These are monitored regularly and reviewed as part of our continuous improvement process.

## Complaints Process

We aim to resolve all concerns promptly and professionally.

### Step 1: Informal Complaint

Where possible, concerns should be raised with the tutor or relevant staff member. Many issues can be resolved quickly through discussion.

## Step 2: Formal Complaint

If the issue cannot be resolved informally or the complainant prefers to submit it formally, they should:

- Submit a written complaint within 10 working days of the incident
- Address it to the Executive Director of Services (contact details above)

The complaint will be acknowledged within 5 working days, and a full written response provided within 30 working days.

## Step 3: Appeals Process

If the complainant is dissatisfied with the outcome:

- An Appeal may be submitted within 10 working days of receiving the decision.
- TaylorITEX CIC will review and provide an outcome within 15 working days.

Each stage of the complaint and appeal process is recorded and logged. All records will be securely stored for a minimum of 3 academic years.

## Complaints Involving Awarding Organisations

If a learner is unhappy with the final outcome of TaylorITEX CIC's complaints or appeals process—and only after completing all internal stages—they may escalate the issue to the awarding organisation.

### For AIM Awarding courses:

- Complete the AIM Complaints Form
- Submit it to: [compliance@aimgroup.org.uk](mailto:compliance@aimgroup.org.uk)
- AIM will acknowledge the complaint within 2 working days and respond within 30 working days

Please note: AIM will only investigate complaints that have first gone through the centre's full complaints process.

### For NOCN Awarding courses:-

- To raise a complaint, an individual should submit the details of their complaint, alongside any supporting evidence via email at [nocn@nocn.org.uk](mailto:nocn@nocn.org.uk) or via telephone at 0300 999 1177
- NOCN will acknowledge the complaint within 2 working days and respond within 10 working days

## Complaints Related to Lincolnshire County Council-Funded Courses

Learners on programmes funded by Lincolnshire County Council should refer to their Learner Handbook or visit:

- [www.2aspire.org.uk](http://www.2aspire.org.uk)
- [www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)

Or contact: Customer Services: 01522 782011 / [customer\\_services@lincolnshire.gov.uk](mailto:customer_services@lincolnshire.gov.uk)

Complaints may also be logged via the websites listed above.

## Monitoring and Feedback

All feedback and complaints are reviewed as part of TaylorITEX CIC's Self-Assessment Report (SAR) and quality improvement planning.

- We aim to acknowledge and act on all comments or concerns within 48 hours where possible.
- Compliments and complaints are recorded and reviewed by senior staff to improve services.

## Policy Review

This policy is reviewed annually or earlier in response to regulatory changes, patterns in complaints, or internal improvements.

**Signed:**

A handwritten signature in black ink that reads "JAMitchell".

**Julie Ann Mitchell**

**Date:** 22 July 2025