TaylorITEX CIC

COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

Version 19 • July 2026

Listen • Respond • Resolve • Learn

Section 1 – Document Control

Document Information

Document Title	Compliments, Comments and Complaints Policy
Organisation	TaylorITEX CIC
Document Owner	Executive Director – Michael Taylor
Responsible Officer	Executive Director – Michael Taylor
Version	19
Effective Date	July 2026
Review Date	July 2027
Review Frequency	Annually, or sooner if requirements or organisational circumstances change
Policy Status	Approved
Applies To	Learners, clients, visitors, partners and other users of TaylorITEX CIC services

Version History

Version	Date	Author	Summary of Changes
18	July 2025	TaylorITEX CIC	Previous approved version
19	July 2026	TaylorITEX CIC	Full review and update of feedback, complaints, investigation, appeal and escalation arrangements.

Policy Approval

This policy has been approved by the Directors of TaylorITEX CIC and forms part of the organisation's quality and governance framework.

TaylorITEX CIC welcomes feedback and is committed to handling concerns and complaints fairly, promptly and professionally.

The latest approved version replaces all previous versions.

Section 2 – A Message from the Executive Director

At TaylorITEX CIC, we want people to have a positive experience of our learning, services and activities. We welcome compliments and suggestions, but we also recognise that sometimes things may go wrong.

If someone is unhappy, we want them to feel able to tell us. Complaints help us put things right, understand where we can improve and prevent similar problems happening again.

Anyone raising a genuine concern or complaint will be treated fairly and respectfully and will not be disadvantaged for doing so.

Michael Taylor
Executive Director
TaylorITEX CIC

Section 3 – Policy Statement and Purpose

3.1 Policy Statement

TaylorITEX CIC is committed to providing high-quality education, training and community services and to listening to the people who use them.

We welcome compliments, comments, suggestions and complaints as valuable sources of feedback and continuous improvement.

Complaints will be considered fairly, objectively and without unreasonable delay. Wherever possible, we will seek to resolve concerns quickly and informally before a formal complaint becomes necessary.

3.2 Purpose

This policy explains:

- How to give a compliment, comment or suggestion.
- How to raise a concern or complaint.
- How formal complaints will be investigated and responded to.
- How to appeal if dissatisfied with the outcome.
- When a matter may be escalated to an awarding organisation, funder or other appropriate body.

3.3 Accessibility

A complaint does not have to be made in writing.

TaylorITEX CIC will accept complaints verbally, by email or in writing. Where someone needs help to make a complaint because of disability, language, literacy or another accessibility need, reasonable support will be provided.

Anonymous complaints may also be considered, although anonymity may limit our ability to investigate or provide an individual response.

Section 4 – Scope

4.1 Who This Policy Applies To

This policy applies to feedback or complaints from:

- Learners and prospective learners.
- Clients and users of TaylorITEX CIC services.
- Parents, carers or representatives acting with appropriate authority.
- Visitors.
- Partner and referral organisations.
- Other people directly affected by TaylorITEX CIC's activities.

4.2 What Can Be Complained About?

A complaint may relate to any aspect of TaylorITEX CIC's services or activities, including:

- The quality or delivery of learning or services.
- The conduct or behaviour of staff or volunteers.
- Facilities, accessibility or communication.
- Decisions or actions taken by TaylorITEX CIC.
- Failure to provide an expected service or follow an agreed procedure.

Where a concern is more appropriately dealt with under another TaylorITEX CIC policy, it may be referred to that procedure. This includes safeguarding, whistleblowing, data protection and assessment or academic appeals.

Section 5 – Compliments, Comments and Suggestions

TaylorITEX CIC welcomes feedback about what we do well and where we could improve.

Compliments, comments and suggestions may be given verbally, by email or in writing.

Feedback may be provided to a tutor or member of staff, or directly to:

Michael Taylor – Executive Director

Email: mick@tayloritex.co.uk

TaylorITEX CIC, Black Sluice Lock Cottages, South Forty Foot Bank, Boston, PE21 7RA

Compliments may be shared with relevant staff and used to recognise good practice.

Comments and suggestions will be considered as part of TaylorITEX CIC's quality improvement arrangements.

Section 6 – Making and Resolving a Complaint

6.1 Stage 1 – Informal Resolution

Where appropriate, concerns should initially be raised with the tutor or relevant member of staff.

Many concerns can be resolved quickly through discussion, explanation or corrective action.

The informal stage is not compulsory. A person may make a formal complaint immediately where:

- The matter is serious.
- They do not feel comfortable approaching the person involved.
- Previous attempts to resolve the matter have been unsuccessful.
- There is another reasonable reason why informal resolution would be inappropriate.

6.2 Stage 2 – Formal Complaint

A formal complaint may be made verbally, by email or in writing to the Executive Director.

Complaints should normally be raised as soon as reasonably possible after the event. TaylorITEX CIC will not automatically refuse a complaint simply because time has passed and will consider whether there is a reasonable explanation for any delay.

A complaint should provide, where possible:

- What happened and when.
- Who was involved.
- Any action already taken to resolve the issue.
- Relevant supporting information.
- What the complainant would like TaylorITEX CIC to do.

Where a verbal complaint is made, TaylorITEX CIC may create a written record and confirm the main points with the complainant.

6.3 Complaints About the Executive Director

Where a complaint concerns the Executive Director, it should be referred to another Director of TaylorITEX CIC, who will arrange for the matter to be considered independently of the person complained about.

Section 7 – Investigation and Outcome

7.1 Acknowledgement

Formal complaints will normally be acknowledged within 5 working days.

The complainant will be told who is dealing with the complaint and may be contacted if further information or clarification is required.

7.2 Investigation

Complaints will be considered fairly and objectively. Depending on the nature of the complaint, this may include:

- Speaking with the complainant and relevant staff.
- Reviewing documents, records or other available evidence.
- Establishing what happened and whether appropriate procedures were followed.
- Considering what action, if any, is required.

Where reasonably possible, a complaint will not be investigated solely by a person who is directly involved in the matter complained about.

Information will only be shared with people who reasonably need it to investigate or respond to the complaint.

7.3 Outcome

TaylorITEX CIC will normally provide a written outcome within 30 working days of receiving a formal complaint.

The response will explain, as appropriate:

- The outcome of the investigation.
- Any relevant findings.
- Any action TaylorITEX CIC intends to take.
- How to appeal if the complainant remains dissatisfied.

If more time is genuinely required, the complainant will be informed of the reason and given an updated timescale.

Where TaylorITEX CIC identifies that something has gone wrong, we will seek to put it right and use what we have learned to improve our services.

Section 8 – Appeal

8.1 Requesting an Appeal

If the complainant is dissatisfied with the outcome of a formal complaint, they may request an appeal.

An appeal should normally be requested within 10 working days of receiving the complaint outcome and should explain why the complainant believes the decision should be reconsidered.

A later appeal may be considered where there is a reasonable explanation for the delay.

8.2 Appeal Review

Where reasonably practicable, the appeal will be considered by a Director or other appropriate person who was not responsible for the original decision.

The appeal will consider whether:

- The complaint was investigated fairly.
- Relevant information was properly considered.
- The outcome was reasonable based on the available evidence.
- The correct procedure was followed.
- Significant new information has been provided.

TaylorITEX CIC will normally provide the appeal outcome within 15 working days.

The appeal outcome represents the end of TaylorITEX CIC's internal complaints procedure.

Section 9 – External Escalation

9.1 Awarding Organisations

Where a complaint relates to an accredited course or qualification, the complainant may have the right to refer the matter to the relevant awarding organisation after TaylorITEX CIC's internal complaints procedure has been completed.

TaylorITEX CIC will provide information about the appropriate escalation route where applicable.

The complainant should follow the awarding organisation's current complaints procedure and timescales, as these may change independently of TaylorITEX CIC.

This may include qualifications provided through NOCN, where applicable.

9.2 Funded Learning

Where learning is funded or commissioned by another organisation, the complainant may also have access to that organisation's complaints or escalation procedure once TaylorITEX CIC's internal process has been completed.

For Lincolnshire County Council-funded provision, learners will be directed to the current complaints information provided in their Learner Handbook or by the Council where appropriate.

9.3 Helping People Escalate

Where an external escalation route applies, TaylorITEX CIC will provide reasonable information to help the complainant identify the appropriate organisation and current procedure.

TaylorITEX CIC will cooperate appropriately with awarding organisations, funders, commissioners or regulators investigating a complaint within their remit.

Section 10 – Fairness, Confidentiality and Support

10.1 Fair Treatment

TaylorITEX CIC will handle complaints fairly, respectfully and without discrimination.

No learner, client or other person will be disadvantaged because they have raised a genuine concern, complaint or appeal.

Everyone involved in a complaint is expected to behave respectfully. Abusive, threatening or persistently unreasonable behaviour may be managed appropriately, but this will not prevent a genuine complaint from being considered.

10.2 Confidentiality

Complaints will be handled as confidentially as reasonably possible.

Information will only be shared with those who need it to investigate, respond to or manage the complaint.

Complaint records containing personal information will be handled in accordance with TaylorITEX CIC's Data Protection & Information Security Policy.

10.3 Support and Accessibility

TaylorITEX CIC will make reasonable adjustments to help people access the complaints process.

A complainant may be supported by an appropriate person where required, and reasonable assistance will be provided where disability, language, literacy or another accessibility need creates a barrier to making a complaint.

Anonymous complaints will be considered where possible, although anonymity may limit the investigation or our ability to provide an individual response.

Section 11 – Recording, Monitoring and Learning

11.1 Recording Complaints

Formal complaints and appeals will be appropriately recorded, including:

- The nature of the complaint.
- Actions taken to investigate it.
- The outcome and any appeal.
- Actions or improvements arising from the complaint.

Records will be stored securely and retained in accordance with TaylorITEX CIC's data retention arrangements and any applicable contractual, funding or awarding organisation requirements.

11.2 Learning from Feedback

Compliments, comments and complaints will be reviewed as part of TaylorITEX CIC's quality improvement arrangements.

Where appropriate, themes, trends and outcomes may contribute to:

- Self-assessment and quality improvement planning.
- Staff development or training.
- Changes to procedures or services.
- Improvements to teaching, learning or learner support.
- Recognition and sharing of good practice.

The purpose of monitoring complaints is not simply to count them, but to learn from them and improve what we do.

Section 12 – Responsibilities, Review and Policy Approval

12.1 Responsibilities

The Executive Director has operational responsibility for ensuring that complaints are handled appropriately and that this policy is implemented.

Directors, employees, tutors and volunteers are expected to:

- Treat feedback and complaints seriously and respectfully.
- Attempt appropriate informal resolution where possible.
- Refer formal or serious complaints promptly.
- Cooperate with investigations.
- Maintain appropriate confidentiality.
- Support improvements arising from complaints.

Where a complaint concerns the Executive Director, another Director will take responsibility for its management.

12.2 Other Procedures

Some concerns may need to be managed under another TaylorITEX CIC policy or procedure.

This may include matters relating to:

- Safeguarding.
- Whistleblowing.
- Data protection.
- Assessment or academic appeals.
- Staff disciplinary or grievance matters.

Where this applies, the person raising the concern will be informed where appropriate.

A safeguarding concern will be referred and managed in accordance with the TaylorITEX CIC Safeguarding Policy and will not be delayed simply because a complaint has also been made.

12.3 Policy Review and Approval

This policy will be reviewed annually, or sooner where there is a significant change in legislation, awarding organisation or funding requirements, TaylorITEX CIC's activities, or where learning from complaints indicates that changes are required.

The policy will be approved by the Directors of TaylorITEX CIC. The latest approved version replaces all previous versions.

Listen • Respond • Resolve • Learn

Michael Taylor
Executive Director
TaylorITEX CIC