

## Complaints Procedures

Welcome Skills Limited is committed to ensuring the provision of high quality training services. We believe that all users of our services have the right to make a complaint when they are dissatisfied with the service they have received.

Welcome Skills Limited recognises that there will be occasions when its actions do not meet reasonable expectations. If you need to complain about the way in which a matter was handled, your complaint will be investigated by a senior member of staff at Welcome Skills.

All complaints will be taken seriously and investigated in accordance with the agreed procedures set out below. Any individual who wishes to make a complaint will be treated fairly and respectfully and can remain anonymous if they wish.

This policy does not cover internal staff grievances or complaints. These are covered under separate procedures.

Welcome Skills Limited also wants to hear about the things within our service that you feel have been a good experience for you as a user. If you feel for example the learning and training you have received has been a good experience and encouraged you to continue on your learning journey to progress to the next level, a good relationship you have developed with one of our team through the support you have received or the benefits of the qualification you have undertaken then please complete the Compliment Form. Welcome Skills Limited will use your feedback to share with the team as best practice to ensure all our users receive the same service.

### Aims of the Policy and Procedures

The policy and procedures are designed to:

- Provide clear guidance for the speedy resolution of complaints in a way that is fair to both the individual and Welcome Skills Limited and share good feedback with the staff.
- Maintain confidentiality as far as reasonably possible for all parties involved in the complaint.
- Ensure the policy and procedures are accessible to all staff.
- Provide feedback to staff providing the service and identify areas for continuous improvement.

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Compliments and Complaints	July 2021	5	K.Hussin	Aug 2022



## Procedure for general complaints

Many complaints can be sorted out quite simply by discussing the problem with the appropriate staff member. However, if, after discussing your concerns with a staff member, you still remain dissatisfied you can make a formal complaint by letter, telephone or e-mail to:

Kulsum Hussin  
Director  
Welcome Skills Limited  
Sovereign House,  
29-31 Limpsfield Rd  
Sandersted  
Croydon  
CR2 9RF:  
0208 916 0227

**Website link to Complaints and Compliments Policy:**

<http://welcomeskills.com/policies-procedures/>

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## How we will deal with your complaint

### Stage 1

The individual should discuss the issue with an appropriate member of staff of Welcome Skills; this will normally be the allocated Trainer/Assessor. This should be done within 7 working days of the issue arising.

If after 7 working days the issue is unresolved, you will need to start stage 2.

### Stage 2

The individual should complain in writing to the Director of Welcome Skills Limited (at the above address) within 21 working days of the original event or issue arising.

At this stage a formal complaint will be raised and recorded on a Customer Complaints form.

The Director will consider the matter and will discuss in more detail with the appropriate member of staff and/or individual.

The Director will communicate their decision in writing to all interested parties within 21 working days of receiving the stage 2 complaint.

### Confidentiality

Information relating to the complaint will only be shared on a need to know basis and will be stored securely.

### Record Keeping

The Customer Complaints and Compliments form will be used to record all complaints and compliments.

All records relating to a complaint or compliment will be kept for a period of time, after which they will be shredded unless they form part of a legal investigation.

Welcome Skills Limited staff and complainants will have the right to see any information that is held on them.

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## Review of complaints and compliments

The CEO of Welcome Skills Limited will have the responsibility for annually reviewing all complaints and their outcomes. These may inform future changes in service delivery.

***The complaints policy and procedure will be reviewed annually or earlier if there are concerns about their effectiveness.***

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**Customer Complaints form**

If you wish to complain about the service you have received from Welcome Skills, please complete this document and return it to us at:

**Welcome Skills Limited**  
**Sovereign House**  
**29-31 Limpsfield Rd**  
**Sandersted**  
**Croydon**  
**CR2 9RF**

*Details of your complaint*

Please tell us what you feel should or should not have happened.

Please tell us what you would like us to do now.

Your full name: \_\_\_\_\_

Your address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Your telephone no: \_\_\_\_\_ E-Mail address: \_\_\_\_\_

Can we contact you here to discuss your complaint in more detail if required: YES / NO

Thank you for completing this form.

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## Welcome Skill Ltd Compliments form

If you wish to complement us on the service you have received from Welcome Skills Limited, please complete this document and return it to us at:

**Welcome Skills Assessments Limited, Sovereign House, 29-31 Limpsfield Rd, Sandersted, Croydon, CR2 9RF**

Please tell us what you feel should or should not have happened.

Please tell us what you would like us to do now.

Your full name: \_\_\_\_\_

Your address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Your telephone no: \_\_\_\_\_ E-Mail address: \_\_\_\_\_

Can we contact you here to discuss your complaint in more detail if required: YES / NO

Thank you for completing this form.

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WELCOME  
SKILLS

## Record of Complaints

Date stage 1 complaint rec'd	Ref No:	Complainants Full Name	Complainants full address including postcode	Brief description of complaint	Date stage 2 complaint rec'd	Brief summary of resolution	Signed by:	Date:

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## Record of Compliments

Date Compliment Received	Ref No:	User's Full Name	User's Full address including postcode	Description of complement received

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