

# Compliments, Comments and Complaints Policy

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## 1. Policy Statement

This documents sets out GSS's commitment and procedure for welcoming and responding to comments, compliments and complaints from any Learner, Customer, Staff Member, or other Stakeholder. GSS are committed to providing all with an outstanding service and we endeavour for the services received from us are of the highest quality, as deserved and expected. We welcome the opportunity of receiving Comments on the quality of service delivered, or ways in which we can improve the service provided. Alternatively, you may feel you have not received services provided to be of high quality or wish to highlight something you're not happy with, and as your feedback and suggestions are important to us we have a formal procedure to respond to Complaints and we will endeavour to resolve any problems or issues raised.

## 2. Aims and Objectives

### **Our Commitment**

We aim to deliver high quality service each time by putting clients and customers at the centre of our objective, having regard to their diverse and individual needs

### **Our Service Standards**

We will respond to all written complaints within 2 working days of receipt of the Complaint

### **Our promise**

- Undertake the provision of quality Training and Careers advice and guidance for adults
- Take comments and complaints very seriously
- Investigate complaints promptly and thoroughly in respect of the services
- Provide the name and contact details of the person dealing with a complaint
- Carry out enquiries deemed necessary in order to effect a satisfactory conclusion of any complaints
- Keep the information supplied confidential
- Apologise if we have done something wrong and inform you of the steps taken to correct the issue
- Use complaints to review and improve the way we provide services
- Your right to our service will not be affected if you make a complaint

## 3. Definitions

### **What is a comment or compliment?**

You can make a comment or give a compliment if you:

- Want to inform us on what you think about our service
- Have any ideas on how to improve our services

- Want to make any comment
- Want to let us know that you are satisfied with a service or particular member of staff
- Wish to discuss our services, information or marketing material

### **What is a complaint?**

A complaint is when you tell us you are not satisfied. For example, you can complain if:

- We have not done something we should have done
- We have done something badly or in the wrong way
- You think you have been treated unfairly or impolitely
- You have experienced poor quality service

## 4. Comments and Compliments

We would like to hear from you if you wish to make any comment about our service or express your gratitude. Please use any method you prefer in the '**How to Contact Us**' details listed below. Your comments will be carefully considered to see how it can contribute to the continuous improvement of the service we provide. If you have made a compliment specific to a member of staff, we will happily pass it onto the person involved.

## 5. Complaints

GSS take complaints very seriously. Although we aim to provide the highest quality service to all, we are aware that things can go wrong, or be missed, therefore anyone who wishes to make a complaint can use the stages noted below and we will respond accordingly:

### **Stage 1**

All formal complaints should be made in writing. Please see '**How to Contact Us**' details below. Complaints received in writing will be acknowledged in writing within 2 working days of receipt. We will advise who is dealing with the matter and if any further information is required. We will investigate the matter and take into account the relevant facts. We will formally respond in writing with a proposed resolution to the complaint within 10 working days of receipt of any written complaint. GSS will endeavour to effectively deal with complaints at this stage.

### **Stage 2**

If you are not satisfied with the proposed resolution at Stage 1, please notify us of this in writing. The Complaint will then be passed to GSS Directors to investigate further as a Stage 2 complaint, and any further relevant information will be considered. We will approximate the date in which to conclude/resolve the complaint. We aim to keep the complainant informed on a regular basis as to the progress of the investigation/action. If we are not able to resolve the matter within the initial time scale you will be informed. Upon conclusion a detailed outcome/response will be issued and sent to the complainant.

### **Stage 3**

In the event that you are unsatisfied with the response or manner in which your complaint has been handled at Stage 2, please notify us of this in writing. At this stage we may reconsider the complaint based on any further relevant further information provided, as appropriate. Alternatively GSS will refer you to our Awarding Body / Prime Contractor and they will conduct their own investigation into your complaint.

## 6. How to Contact Us

There are several ways to get in touch if you wish to leave a comment or compliment, make a suggestion, or log a complaint

- **Speak initially to:** GSS Adviser / Tutor delivering the service
- **Call us on:** 0844 745 2001
- **Online:** [www.globalsolutionservices.co.uk](http://www.globalsolutionservices.co.uk) | Contact Us | Feedback
- **Send an Email to:** [info@gss-ukltd.co.uk](mailto:info@gss-ukltd.co.uk)
- **Write To:**  
Complaints & Compliments  
Global Solution Services  
Square Root Business Centre  
102-116 Windmill Road  
Croydon, Surrey, CR0 2XQ 3

## 7. Monitoring and Reviewing this Policy

This policy will be reviewed in response to changes in legislation and within the setting. Outside of the above point this policy will be reviewed annually and objectively and any changes, made will be disseminated to all staff equally.

Signed



(Director)

04.09.2016