



Complaints & Appeals Policy

SCOPE AND PURPOSE

Enterprise4All aims to provide all its clients with a high standard of service, including the handling of complaints, and our staff will endeavour to respond to any enquiry or complaint with efficiency, courtesy, and fairness.

A complaint is defined as any contact made by a client or potential client with Enterprise4All, the purpose of which is to express dissatisfaction. Clients can register a complaint in person, by telephone or in writing. Complaints, which are made anonymously, will be considered carefully and action taken where it is deemed appropriate.

COMPANY DETAILS

As a minimum, all employee interaction, outward correspondence, and publicity material should provide individuals with the ability to contact Enterprise4All, including the following methods:

- Website: www.enterprise4all.co.uk or www.dms4all.co.uk
- Phone: **01254 693 999**
- Email: info@enterprise4all.co.uk or dms@enterprise4all.co.uk
- Letter: **Office Manager, Enterprise4All (North West) Ltd., 313 Daisyfield Business Centre, Appleby Street, Blackburn BB1 3BL**

MAKING AN APPEAL AGAINST A TRAINING DECISION

A client who wishes to make an appeal against a decision relating to training from Enterprise4All should first discuss the grounds for the appeal with their trainers, who will advise the learner on whether there are reasonable grounds for appeal.

The learner should then contact Enterprise4All, in writing, explaining the grounds for appeal and providing supporting evidence. The project management team will review all available, relevant evidence.

If the appeal is upheld, the learner will be notified, and appropriate action will be taken. If the appeal is not upheld, the appeal will be referred to the Chief Executive Officer as with a complaint.

WRITTEN ACKNOWLEDGEMENT

When Enterprise4All receives an enquiry or complaint by letter or email, a written acknowledgement will be sent to the client within 2 working days. The enquiry or complaint will then be dealt with using the same urgency as the other forms of registration:

- Email: acknowledge within 1 working day
- Website: acknowledge within 1 working day
- Telephone: answer within 5 rings
- Letter: give a response in 5 working days



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EMPLOYEE RESPONSIBILITIES

Enterprise4All staff members are responsible for responding appropriately to complaints and grievances and managing the resolution process.

Employees are also responsible for ensuring that everyone involved in the resolution process understands their rights and responsibilities in relation to this policy.

Staff members have a responsibility to handle complaints, grievances and appeals in good faith, co-operate in any investigation and assist the complainant in reaching a satisfactory solution.

If verbal communication is being undertaken by a staff member with the complainant, employees should request the following information to be covered and forwarded:

- To clearly identify and summarise the issues and to provide any relevant supporting information and documents.
- Where possible, to advise Enterprise4All as to what kind of result or outcome the complainant is hoping to receive.
- To advise Enterprise4All promptly if recent circumstances change that could affect the complaint assessment.

COMPLAINT ESCALATION

The following escalation procedure should be utilised when dealing with a customer complaint:

- When a written complaint is received by the Office Manager, the correspondence will be registered, any relevant details logged, and immediately assigned to the Chief Executive Officer to arrange investigation, action and resolution.
- The complaint will be acknowledged, in writing if appropriate. The acknowledgement letter will indicate that the matter is being investigated and with an estimate of when the complainant can expect a follow-up reply.
- A complaint will be investigated immediately, with a resolution or an interim response given within five working days, unless otherwise discussed with the complainant. The complainant will be kept informed of the progress of the matter.
- The problem will be investigated in detail and a thorough investigation carried out. If fault or gross misconduct is adjudged on the part of a company employee, disciplinary procedures could be actioned
- The client will be contacted when the investigation has been completed and our findings will be reported. We will inform the client of what action is being taken to remedy the situation.
- Office Manager will follow up on the complaint resolution by finding out whether the client is satisfied with the way in which the complaint was handled.
- Following a review of employee disciplinary procedures, the personnel records will be updated by the Office Manager to reflect the outcome of the complaint.
- Where the complaint is unresolved by the above procedure, then an independent evaluator will be engaged that is acceptable to all parties.