

PROCESS OPERATING PROCEDURES

Title: Complaints Procedure

No. TNT OP 14

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Tyne North Training is committed to delivering a high quality service and encourages its users to communicate where there is cause for concern and a case for improvement. It is recognised that on some occasions problems may be experienced by users. Users can include, but not limited to learner candidates, on-program learners, parents or carers of learners, employer companies, delivery partners and external suppliers. All have the right to pursue a resolution of any difficulties and Tyne North Training will undertake to respond to complaints with care and concern.

Stage 1 – Informal Resolution

Complaints of a minor nature should be raised immediately with the aim being to resolve the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

Users of Tyne North Training may either contact a member of staff directly or alternatively follow Stage 2 of the complaint procedure.

Stage 2 – Formal Resolution (See process flow below for responsibilities and actions)

If the complaint cannot be resolved on an informal basis users should put their complaint in writing either by writing to Tyne North Training or completing a Tyne North Training complaint form (TNT RD 104). Receipt of the complaint will be acknowledged within 3 working days. The complaint will be assigned to an appropriate staff member for investigation. Within 10 working days of the complaint being received an outcome or an update will be communicated to the complainant. It is anticipated that after 20 working days the complaint will have been fully investigated and an outcome determined. This outcome will be communicated to the complainant.

If the complaint has not been resolved after 20 working days, or the claimant is not satisfied with the Stage 2 outcome the complaint will be escalated to Stage 3.

Stage 3 – Senior Management Team

If after 20 working days from initial receipt the complaint remains unresolved at Stage 2 it will be passed to the Chief Executive. Equally if the Stage 2 outcome has been identified but the user is not satisfied with this outcome they can write directly to the Chief Executive. Whenever possible this communication will normally be acknowledged within 3 working days but this may be delayed if the Chief Executive is away from Tyne North Training during this period. The acknowledgement will include an anticipated time scale for reviewing and investigating the complaint. This investigation will be carried out by either the Chief Executive or a member of the Senior Management Team appointed by the Chief Executive.

It is anticipated that all complaints will be resolved at this stage. Should this not be possible the complainant will be given the contact details for an appropriate external organisation where the complaint can be escalated for external consideration.

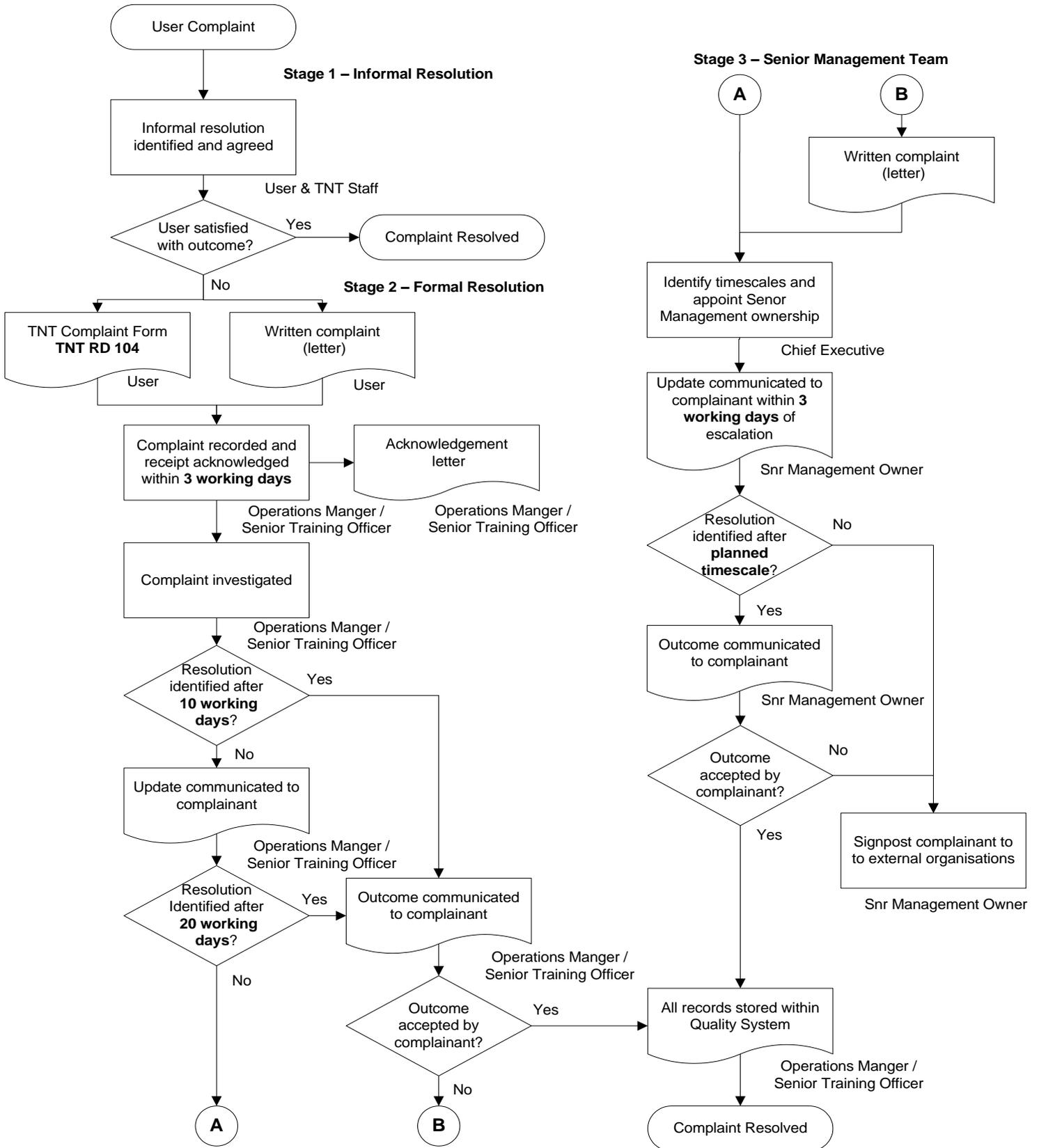
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Date	28 Feb 12		31 Mar 2017					
Compiled by	G Moore	(Signed)	G Moore	(Signed)				
Approved by	M Needham	(Signed)	M Needham	(Signed)				

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