Compliments and Complaints Policy

Riverside Training (Spalding) Ltd

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PURPOSE

This policy aims to provide a transparent and straightforward process for individuals and organisations to offer compliments or register complaints regarding the services provided by RTS. The policy ensures that feedback is handled fairly, professionally, and with the intention to continuously improve our training services.

SCOPE

This policy applies to all learners, clients, stakeholders, and other individuals who interact with RTS and wish to provide feedback about the quality of training or services delivered.

DEFINITIONS

- Compliment: A positive remark or recognition of high-quality services,

trainers, learning resources, or any aspect of the training experience.

- Complaint: A formal expression of dissatisfaction related to any aspect of

the services provided, including course content, training materials, the behaviour or performance of trainers or staff, administrative processes, or any other issue that impacts the learning experience.

PRINCIPLES

- All feedback will be treated with respect, confidentiality, and impartiality.
- Compliments are encouraged to acknowledge and motivate exceptional

performance.

- Complaints will be taken seriously and addressed promptly, fairly, and with

transparency.

- We aim to resolve all complaints in a timely manner, and where possible,

prevent recurrence.

- Complaints will not result in any adverse consequences for the complainant

unless proven to be malicious or dishonest.

COMPLIMENTS PROCEDURE

We welcome and appreciate feedback from all individuals or organisations that interact with our services.

How to Submit a Compliment:

- Verbally: You may give compliments directly to any staff member or trainer

at the time of service.

- Online: Feedback forms are available on our website

Acknowledgement:

- We will acknowledge compliments within 5 working days and share them

with the relevant staff.

- Public recognition or further actions may be taken to celebrate excellence

where appropriate (with permission).

COMPLAINTS PROCEDURE

If you are dissatisfied with any aspect of the service provided by RTS, we encourage you to follow the procedure outlined below.

Informal Resolution:

- In the first instance, we encourage informal resolution. You may raise your

concerns with the relevant staff member, instructor/coach, or administrative team. We aim to resolve informal complaints promptly and amicably.

Formal Complaint Process:

If the issue is not resolved informally or you wish to make a formal complaint, the following steps apply:

Step 1: Submission of Complaint

- In Writing: Complaints should be submitted in writing via email or by

completing the Complaints Form, available on our website or from our office.

- Details to Include:

o Your name and contact information

o A clear description of the complaint (dates, names, and details)

o Any supporting evidence or documents

Step 2: Acknowledgement of Complaint

- We will acknowledge receipt of your formal complaint within 3 working days.

Step 3: Investigation

- The complaint will be investigated by a designated manager or another

appropriate staff member. The investigation may involve speaking to relevant individuals, reviewing documentation, or other necessary steps to clarify the issue.

- We aim to complete investigations within 10 working days of acknowledging

the complaint.

Step 4: Resolution and Response

- A written response outlining the outcome of the investigation and proposed

resolution will be provided within 15 working days of receiving the complaint.

- If the matter is complex or requires more time to investigate, we will inform

you of the extended timeline and keep you updated on progress.

Step 5: Appeals Process

- If you are dissatisfied with the outcome, you may appeal the decision by

submitting a written appeal to the Operations Director within 10 working days of receiving the response.

- Appeals will be reviewed by a senior staff member not involved in the original

investigation, and a final decision will be communicated within 10 working days of receiving the appeal.

CONFIDENTIALITY

All feedback, whether a compliment or complaint, will be treated with strict confidentiality. Only those directly involved in handling the feedback will be aware of the details. We will not share personal information without consent, unless required by law.

UNREASONABLE COMPLAINTS

We reserve the right to decline handling complaints that are deemed vexatious, malicious, or persistent without valid grounds. If a complaint is deemed unreasonable, the complainant will be informed in writing with the reasons for this decision.

MONITORING AND REVIEW

Complaints and compliments are recorded and monitored regularly to identify patterns, address recurring issues, and improve service delivery. This policy will be reviewed annually to ensure it remains effective and relevant.

By adopting this policy, RTS reaffirms its commitment to providing a high-quality training experience and welcomes all feedback to continue improving our services.