


Complaints Policy

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Signed	
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1. Introduction

Skills4 is the trading name of I & F limited. Skills4 is a niche training provider offering commercial, Adult Skills & apprenticeship training programmes to community pharmacies, hospitals, hubs and primary care networks. We are committed to providing a quality service to our customers.

If our customers are not satisfied with the level of service they have received from us, we would like them to tell us about it. All complaints are taken seriously and any feedback is appreciated as it provides us with an opportunity to improve our standards.

Applies to:

All learners, employers, stakeholders and members of the public.

Does not apply to:

This policy does not apply to Employees of I & F Limited. There are specific Whistleblowing and or Grievance policies in place that staff should utilise that can be found on our internal SharePoint.

Reason for policy:

The following describes the our complaints policy and will outline the procedure that may be used by existing and prospective customers.

The aim of our policy is to resolve complaints in a timely and effective manner, to use the information to improve our service, and to ensure complaints can be handled professionally.

2. Compliant Definition

We define a complaint as:

'An expression of dissatisfaction with any individual, service or lack of service whereby a response is reasonably expected, and has not been resolved by an informal approach'.

3. Principles

We constantly seek to improve services, therefore, to deal thoroughly, objectively and fairly with any complaint about business services, and to offer an appropriate remedy to anyone who is adversely affected by a service which fails to meet our standard.

- Customers are advised to raise the issue informally and only once. It is anticipated that the vast majority of complaints will be resolved at this stage. This is the first and preferred method of resolution, without recourse to formal procedures. Informal complaints will be recorded at this stage, which will override any further informal approach made by any other individual subsequent to this. However, if customers feel the informal approach has not resolved the

compliant they have the right to raise this formally both processes are explained later in this document.

- It is expected that the documentation generated during the complaint procedure will remain confidential and that this will be respected by all parties.
- We cannot deal fully with anonymous complaints, as a personal response would no longer be an option. S4P considers individuals about whom complaints are being made, have the right to know the basis of the complaint and what is being claimed. A copy of relevant documentation will be forwarded to the person who is the subject of the complaint. We will, however, always try our best to ensure that the complainants identity is not disclosed, or implied as the complaint is investigated, without informing the relevant party first.

4. Types of Complaint

This is a single complaints procedure covering various types of customer complaints or grievances. The list is not exhaustive, but a complaint is likely to fall within the following categories:

- Complaints arising from an educational experience e.g. poor teaching or supervision, poor quality or lack of resources, technology issues etc.
- Complaints in respect of academic and/or administrative support or other services.
- The cost or collection of costs or refunds of costs for services.

Please note: For a complaint regarding the behaviour of another customer, learner or member of staff please refer to our Safeguarding and prevent policy that can be found on our [website](#).

5. Customer Complaints Procedure

The Operations Director (OD) has overall responsibility for the complaints procedure. They monitor the complaints and comments received, and the effectiveness of this procedure in addressing them. Subject to complaints being dealt with on an individual basis, the OD will review any common causes, patterns and emerging trends of complaints and take any necessary actions with the Senior leadership team to address these.

Informal complaint handling:

Informal complaints are typically raised verbally and resolved by the Staff member receiving the complaint. When dealing with the compliant Staff will listen carefully and may ask the customer clarification questions to ensure they fully understand the customers issue.

The customer raising the complaint will be advised that their concern has been received and if there is no immediate resolution available, informed that their complaint is being looked into. Based on the findings, a resolution will be communicated with the customer ensuring they understand the steps taken to address their complaint.

If the customer is not satisfied with the resolution provided, they will be provided with the guidance below on how to raise a formal complaint.

If the customer is satisfied, the complaint details, resolution agreed and any action(s) taken or to be taken will be documented via email and sent to the OD. This helps in tracking recurring issues and improving overall service quality.

How to make a formal complaint:

Customers can make a formal complaint in the following way:

- By email: info@skills4group.co.uk
- Or by post addressed to the attention of the Operations Director, Skills4, Unit 6 Cable Court, Pittman Way, Preston, PR2 9YW.

A complaint against the OD should be made to the Managing Director (MD) and should be addressed to the MD in writing address for the attention of the Managing Director, Skills4, Unit 6 Cable Court, Pittman Way, Preston, PR2 9YW.

A complaint against the MD should be made to the Chair of the Management Board, Gail Crossman at gail@skills4.co.uk.

The customer will need to provide:

- their name
- an email address or postal address and preferred method of contact.
- programme of study(if applicable)
- the date on which the problem/ issue arose and specific details regarding what the customer is dissatisfied with
- the response they would like from us
- any supporting evidence

To enhance our ability to deal with a complaint efficiently, and to ensure the management trail is accessible, complaints should be made as soon as is practicably possible and no later than 6 months of an incident taking place. The complaint will formally be acknowledged by Skills4 within one working day of receipt.

The investigation

The investigation will be undertaken by the OD or a nominated deputy, who will initiate and coordinate the appropriate investigation based on their judgement and the nature of the complaint. This may include interviews with appropriate parties and if necessary further clarification from the complainant. Should a complaint involve a staff member the OD will work with the HR lead and inform the MD.

We will aim to resolve complaints within 10 working days. If we are unable to provide the customer with a response within these timescales, they will be contacted and informed. The customer, and any individual against whom the complaint is being made, are entitled to submit any applicable supporting evidence to the OD in support of their respective position.

If at any time during this stage, or later, the customer wishes to try to resolve their complaint informally or withdraw the complaint, they can do this by emailing info@skills4.co.uk.

The possible outcomes of the formal complaint

The OD or nominated staff member will respond by detailing how the complaint has been investigated, the evidence used, the conclusion reached, and, if appropriate, the steps to be taken to resolve the matter. There are two outcomes options:

- Complaint not upheld (if the complaint is felt not to be warranted)
- Complaint upheld in whole or in part (if the complaint, or part of it, is felt to be fair in any of its elements)

In the event of a complaint being upheld in whole or in part, recommendations will be made in respect of remedial action required. A response may be required from the individuals concerned, within a set time frame.

We may not be able to give the customer the precise redress requested but they will have an opportunity to state if they are satisfied with the outcome and proposed action(s).

Monitoring

The OD will summarise complaints received, any trends identified and action taken, on a quarterly basis to the Management Board, these actions will be fed into the continuous improvement action plan.

6. Right to appeal

If, on receiving the response to the initial complaint, the customer considers that:

- Not all the evidence has been considered in reaching an outcome;

- The decision received is unfair or unlawful; or
- Despite the complaint being upheld, they have still been disadvantaged;

An appeal should be submitted in writing to the OD for the case to be reconsidered on any of these grounds. Both parties to any complaint have the right to appeal, within seven working days of learning of the outcome.

Grounds for appeal must include additional evidence to that submitted originally, and should indicate in writing why the response to the complaint is not satisfactory.

Taking into account all the previous attempts at resolution, The MD will make the final decision. A review will be conducted and a decision will be provided within 10 working days of the appeal being submitted.

7. External Regulation Bodies

If the customer feels they have fully exhausted our company complaints procedure, have evidence of this and remain dissatisfied with the outcome, they may be able to refer this through the external regulators complaints procedure.

The General Pharmaceutical Council (GPhC)

is the body responsible for the independent regulation of the pharmacy profession within England, Scotland and Wales, responsible for the regulation of pharmacists, pharmacy technicians and pharmacy premises.

The GPhC has a form that can be completed and sent via e-mail or post. The form can be accessed via the [GPhC website](#).

Forms can be e-mailed to educationconcerns@pharmacyregulation.org

Education and Skills Funding Agency (ESFA)

For training that is funded via the ESFA, the customer has the right to register their complaint in writing to the ESFA. To raise a complaint with the ESFA the customer can email customer.complaints@education.gov.uk, or in writing to:

Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2W.