

Employer & Learner Complaint Handling & Dispute Resolution Policy

Purpose of the Complaint Handling & Dispute Resolution Policy

The purpose of this document outlines Hair Academy South West's (HASW) customer complaints and dispute resolution processes and details the process for recording, managing and responding to complaints which are received by HASW.

This process applies to all enquiries and complaints received from employers and learner via telephone, in writing, in person or electronically. The process ensures that they are fully aware of the channels available to them to raise queries or complaints about HASWs services as prime provider or its subcontractor partners. It also ensures that accurate information is collected and can be used to analyse trends and areas for improvement. This document is reviewed periodically and is subject to change. Employers and learners can lodge complaints see below for details of contact information:

Phone:	01823 350444
Email:	enquiries@hairacademysouthwest.co.uk
Address:	Hair Academy South West 120 East Reach Taunton Somerset TA1 3HL

Complaints Handling & Dispute Resolution Procedure

HASW categorise the level of complaints into first and second level resolution. The level of resolution depends on the type and nature of the complaint. This section describes each of these categories and the steps undertaken to resolve the complaint.

HASW will endeavor to resolve all complaints at the first level of resolution. However, there are some circumstances where this isn't possible and further investigation may be required. In these instances, we will acknowledge receipt of your complaint and aim to provide a resolution within 10 working days. Should we be unable to meet these timeframes, we will advise you of our suggested course of action and timeframe, as well as the name of the contact person for any further queries.

First Level Resolution is defined as either -

- First Contact Resolution** - the complaint is resolved at the time of contact, through the appropriate channel and within 3 working days of receipt
- Staff Review** - where the first contact resolution complaint is sensitive or complex in nature; a second level review is undertaken by an appropriately nominated staff member

All First Level Resolution complaints must be resolved within 5 working days of receipt of the complaint.

Second Level Resolution is defined as either -

- a. Referred to the appropriate member of management - the first level of resolution has failed to resolve the complaint or the complaint is more sensitive or complex in nature; the complaint is then passed to a senior member of management / director for review and consideration.

All Second Level Resolution complaints must be resolved within 10 working days of receipt of the complaint.

Monitoring & Reporting on Complaints

Monitoring and reporting is an important part of the complaints handling process. It is the responsibility of HASW Directors and its Senior Management Team to monitor and review various aspects of the complaints handling process, appropriate to their role and responsibilities.

The HASW Directors and Senior Management view complaints as an opportunity to:

- a. Maintain and enhance employer loyalty and approval
- b. Enhance our competitiveness by continuous review and improvement

To this end procedures have been established to enable appropriate monitoring, review and reporting and for continuous improvement.

Complaints Handling & Dispute Resolution Procedure (FINANCIAL)

The procedure for this will follow along the same lines as previously stated.

First Level Resolution is defined as either -

- a. *First Contact Resolution* - the complaint is resolved at the time of contact, through the appropriate channel (Data Manager) and within 7 working days of receipt

Second Level Resolution is defined as either -

- a. Referred to the Director of Education / Accounts Department - the first level of resolution has failed to resolve the complaint or the complaint is more sensitive or complex in nature

All Second Level Resolution complaints must be resolved within 10 working days of receipt of the complaint. Unless a satisfactory outcome is required from the Education & Skills Funding Agency (ESFA) then a new resolution date will be given.

Complaints Handling & Dispute Resolution Procedure (APPRENTICESHIP)

The procedure for this will follow along the same lines as previously stated.

First Level Resolution is defined as either -

- b. *First Contact Resolution* - the complaint is resolved at the time of contact, through the appropriate channel (Academy Consultant / Director of Education) and within 7 working days of receipt

Second Level Resolution is defined as either -

- b. Referred to the Director of Education / HASW Director - the first level of resolution has failed to resolve the complaint or the complaint is more sensitive or complex in nature;

All Second Level Resolution complaints must be resolved within 10 working days of receipt of the complaint. Unless a satisfactory outcome is required from the ESFA then a new resolution date will be given.