1 Introduction

1.1 Van Elle Construction Training is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

1.2 In implementing this policy we will:

- provide clear, accessible information on its complaint's procedure for all who use our services
- be proactive in identifying any signs of discontent and take appropriate action to address concerns and pre-empt a complaint
- operate the complaints procedure in an open, transparent, and accountable way
- aim to resolve a complaint as quickly as possible and to keep complainants fully informed of timescales
- monitor the frequency and subject of complaints, ensure lessons are learned and implement changes as appropriate

1.3 This policy and procedure include an informal 'raising a concern' and a 'formal complaints' process. While we would hope most issues can be resolved informally, should you remain dissatisfied then the formal procedure should be used.

2 Scope

2.1 This policy is aimed at people who have used our services or attended Van Elle courses/apprenticeships who are not happy and wish to complain about a product, course, or service we have provided, or a decision we have made.

2.2 A complaint is defined as an expression of dissatisfaction with the standard of service provided by Van Elle Construction Training or with something that we or a member of our staff may or may not have done. Complaints under this Policy may include:

- Delays in delivering services
- Failure to follow agreed policies and procedures
- Inadequate or unsatisfactory services
- Rudeness or inappropriate or offensive behaviour
- Unfair discrimination
- Delays in or failure to make decisions which give rise to a statutory right of appeal

3 Raising a Concern

3.1 Any concerns with our services should be raised in the first instance with an appropriate member of Van Elle Construction Training staff, as soon as possible after the event or decision you are complaining about. If you are unsure who to speak to, please contact our Training Centre office and we will be happy to advise you. Our contact details our freely available on our website at www.vanelle-training.co.uk or below.

3.2 Our team will aim to work with you to bring the matter to an acceptable solution. If it is not possible to arrive at an acceptable solution, then the formal procedure should be followed.

4 Formal Complaints

4.1 The following procedure should be used when making a complaint to us concerning any aspect of our service. A complaint should normally be made in writing to Van Elle Training Centre by email or by post at:

E: training@van-elle.co.uk

Or:

Van Elle Construcion Training
Summit Close
Kirkby in Ashfield
Nottinghamshire
NG17 8GJ

4.2 You should clearly state that you are making a complaint in any communication with us in order that this can be dealt with efficiently and effectively.

4.3 When you contact us, please give us your full name, contact details including a daytime telephone number and email address if available, along with:

- A full description of your complaint (including relevant dates and times if known)
- The names of any people you have dealt with so far
- Copies of any documentation related to the complaint

4.4 Our training team will acknowledge all complaints within one working day of receipt.

4.5 While we aim to investigate all complaints within ten working days, if your complaint is more complex, or involves people who are not available at the time, we may extend this timescale. We may also contact you within this period to seek further information or clarification and, in some instances, we may recommend a meeting. At the end of the investigation, we will write or email you to inform you of the outcome of our investigation and our decision.

4.6 If any part of your complaint is upheld, we will of course respond to you accordingly and give due consideration to how we can improve our services and arrangements in the future. This may include reviewing our procedures and service delivery, assessment, quality assurance processes (if relevant), or provide training for our staff. Where the complaint relates to the performance or behaviour of a member of our staff, internal disciplinary procedures may be invoked.

5 Appeals

5.1 Please see the Van Elle Construction Training Appeals Procedure for guidance on making an appeal against a decision made by the training centre with which you disagree, and the process of review for any unresolved appeals.