

COMPLAINTS AND COMPLIMENTS POLICY

Policy Statement

Pinpoint Training is committed to providing an excellent service. Part of our company vision and values is to “provide exemplary customer service, listening to customer needs and continuously improve the customer experience”. Gaining timely feedback from customers is an important part of helping us to identify what we do well and where we need to improve to reach the levels of service to which we aspire.

We therefore encourage all feedback from customers whether this is about their satisfaction with our service, suggestions for where we can improve or, where they wish to complain about the service they have received.

Pinpoint Training takes all complaints seriously and will deal with them promptly to fully investigate and resolve customers’ concerns and put things right when they go wrong. We will keep customers informed about progress of their complaint and the outcome and will use this experience to continually improve our service.

The procedure below outlines how all our customers can help us improve our service.

Communication

This policy will be communicated to customers as part of their induction to a Pinpoint Training programme. It will be on display at all of our sites and available via our website.

All staff will be trained in how to handle complaints and to fully implement these procedures as part of their initial training.

Feedback

We are always pleased to find out what customers think of our service, whether this is something we have done particularly well or suggestions for how/where we could do things better. Customers can pass on compliments or suggestions in a number of ways:

- speaking directly to any member of staff
- sending an email to training@pin-point.co.uk
- completing a comment form available from any member of staff, and return or post to our Pinpoint Training Head Office for the attention of the Director of Employability and Skills, Axwell House, Waterside Drive, Dunston, NE11 9HU
- completing an evaluation sheet or survey when requested

All feedback will be logged by the Director of Employability and Skills who will undertake regular analysis to identify any trends that will help continually improve our service and processes.

Version No. V.2 Issue Date. Dec 21 Review Date. Dec 22	Owner: H Jackson Approved by: F Oughton	Page 1 of 10
Uncontrolled if Printed - Status of document should be checked before use.		

Where customers make suggestions for improvements to our service, the Director of Employability and Skills will liaise with relevant Directors, Contract Managers and operational staff to explore whether a change is appropriate, what impact the suggested changes will have and how viable they are, before making a decision about potential change. They will advise customers of the outcome of their suggestion.

Pinpoint Training will not normally acknowledge receipt of compliments – if customers would like us to do so they should request this as part of their communication and provide contact details.

Complaints

Unfortunately, there may be occasions when a customer is not satisfied with our service and wishes to make a formal complaint.

Pinpoint Training have a four-stage process that should be followed:

Stage 1: raise the complaint with the main contact person at Pinpoint Training e.g. Skills Coach or their line manager. These are the best people to immediately investigate and sort out any worries or concerns quickly and informally.

Stage 2: If the response is not satisfactory the complaint should be raised with Pinpoint Training’s Head of Quality.

Customers may put the complaint in writing either by completing a Complaint Form (available from any member of Pinpoint Training’s Staff, our offices, or via letter or email containing full details of the complaint, including their programme and contact details.

The completed Form or written complaint may be sent by email to training@pin-point.co.uk or sent/handed in to Pinpoint Training’s Head Office marked for the attention of the Compliance Manager.

Customers who are unable to put a complaint in writing should call 0191 261 5205 and ask to book a meeting with the Head of Quality to discuss their complaint in detail.

The Head of Quality will log the complaint and track the case to ensure it is dealt with promptly and effectively and ensure all of the relevant managers and staff are consulted as part of the investigation. Pinpoint Training will send an acknowledgement letter within five working days of receiving the complaint.

The complaint will be investigated by the relevant members of Pinpoint Training staff. Pinpoint Training Directors are kept informed of complaints and will assist with resolving issues as and when required.

A written response, including suggestions to resolve the matter, will be sent within 20 working days of the acknowledgement letter.

Version No. V.2 Issue Date. Dec 21 Review Date. Dec 22	Owner: H Jackson Approved by: F Oughton	Page 2 of 10
Uncontrolled if Printed - Status of document should be checked before use.		

Stage 3: If the complaint has not been resolved to the customer’s satisfaction they should write to the Head of Employability and Skills at Pinpoint Training Head Office within 21 days outlining why they are dissatisfied with how the complaint has been addressed.

The Head of Employability and Skills will investigate the case, including how the original complaint was handled, and reply to the customer within 14 days with the outcome and suggested resolution.

Stage 4: If a customer has followed the above process but remains unhappy with the outcome and wishes to pursue the issue further, they may follow the external complaints process which is in place with the relevant funding body. This may mean complaining directly to the Skills Funding Agency. In most cases the complaint must be made within three months from the date of the complaint response letter. Pinpoint Training will advise customers on who to complain to as part of their Stage 3 response.

Pinpoint Training’s Head Office address is: Pinpoint Training, Axwell House, Waterside Drive, Dunston, Gateshead, NE11 9HU

Responsibilities

All staff and delivery partners are responsible for ensuring all feedback is handled in line with this policy. Specific responsibilities are as follows:

- Head of Quality – responsible for maintaining a record of complaints and feedback, tracking complaints to ensure they are dealt with effectively, leading investigations into complaints, identifying trends in feedback and complaints to inform continuous improvement activity.
- Director of Employability and Skills – responsible for investigating Stage 3 escalated complaints and overseeing the handling of complaints in line with this policy.

Monitoring & Review

The Head of Quality will monitor the level of complaints and feedback on a six-monthly basis analysing the range and type of complaints/feedback, response times, speed of complaint resolution, including identifying trends in teams, locations, subjects.

This policy will be reviewed annually by the Head of Quality to ensure that it continues to meet business needs, including adopting recognised industry best practice. The Compliance Manager will report to the Director of Employability and Skills who will in turn report to the Board on the effectiveness of the policy and whether any changes are needed.

Version No. V.2 Issue Date. Dec 21 Review Date. Dec 22	Owner: H Jackson Approved by: F Oughton	Page 3 of 10
Uncontrolled if Printed - Status of document should be checked before use.		

Complaints Form - generic

If you wish to make a complaint, please complete this form:

Your Contact Details	
Full Name	
Address	
Telephone Numbers – Landline Mobile	
Email Address	

Representative Details	If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:
Full Name	
Address	
Telephone Numbers – Landline Mobile	
Email Address	
Client Consent: Where our client has requested a Representative act on their behalf the client must sign below to confirm sharing of information with the third party.	
Client Signature:	

Your Programme/Contact Details	
Your Programme	
Your Advisor, Learning Mentor, Tutor or main contact within Pinpoint Training's name	

The office you attend	
History of your Complaint	
Have you raised this complaint with the person you work directly with? (please circle your answer)	Yes No
If yes, when did you raise this?	Date:
Have you raised this complaint with the Line Manager of the person you work directly with?	Yes No
If yes, when did you raise this?	Date:

Details of your complaint	What is your complaint? Please be as specific as possible:

Resolution sought	How would you like your complaint resolved?

Please either take your completed form in an envelope marked for the attention of the Head of Compliance to your local office, or post to the address below or attach to an email to:

adminandcompliance@pin-point.co.uk

Compliance Manager
Pinpoint Training,
Axwell House
Waterside Drive
Dunston
Gateshead
NE11 9HU

Complaints Form - Apprenticeships

If you wish to make a complaint, please complete this form:

Your Contact Details	
Full Name	
Address	
Telephone Numbers – Landline Mobile	
Email Address	

Representative Details	If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:
Full Name	
Address	
Telephone Numbers – Landline Mobile	
Email Address	
Client Consent: Where our client has requested a Representative act on their behalf the client must sign below to confirm sharing of information with the third party.	
Client Signature:	

Your Programme/Contact Details	
Your Programme	
Your Skills Coach	
The office you attend if applicable	
History of your Complaint	
Have you raised this complaint with the person you work directly with? (please circle your answer)	Yes No
If yes, when did you raise this?	Date:
Have you raised this complaint with the Line Manager of the person you work directly with?	Yes No
If yes, when did you raise this?	Date:

Details of your complaint	What is your complaint? Please be as specific as possible:

Resolution sought	How would you like your complaint resolved?

Please post your complaint letter to:

Head of Quality
 Pinpoint Training,
 Axwell House
 Waterside Drive
 Dunston
 Gateshead
 NE11 9HU

Or e-mail

apprenticeships@pin-point.co.uk

Feedback Form

If you wish to leave us feedback, please complete this form:

Your Contact Details (only complete if you want us to be able to contact you)	
Full Name	
Address	
Telephone Numbers – Landline Mobile	
Email Address	

Details of your Feedback

Please either take your completed form in an envelope marked for the attention of the Head of Compliance to your local office, or post to the address below or attach to an email to:

adminandcompliance@pin-point.co.uk

Compliance Manager
 Pinpoint Training,
 Axwell House
 Waterside Drive
 Dunston
 Gateshead
 NE11 9HU

Version No. V.2 Issue Date. Dec 21 Review Date. Dec 22	Owner: H Jackson Approved by: F Oughton	Page 10 of 10
Uncontrolled if Printed - Status of document should be checked before use.		