



## CTP Complaints Procedure v4.0

Effective from: 28 August 2018  
Last Review & Update: 28 August 2018  
Next Review: 1 July 2019

CTP is committed to providing an efficient service for its learners / customers. In order to achieve this, CTP keeps up to date with technology and employs well trained, dedicated staff.

Unfortunately there may be occasions where we will fall below our own high standards and we recognise the concern this can cause and have implemented a procedure designed to minimise the inconvenience to our learners / customers.

It is the policy of our Company that all customer complaints are taken seriously and are dealt with in a uniform way and that the learner / customer receives a first acknowledgement from the recipient of the complaint within two working days. A proposed resolution to the complaint should be issued to the customer within ten working days. If for any reason there is an unavoidable delay in issuing a response to the complaint, the learner / customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by a designated person so that the individual raising the complaint has a definite point of contact. All learners / customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint. In order to make a complaint, in the first instance, please discuss it with the centre lead. Where this is not appropriate, please complete the Feedback, Opinions and Complaints Section on the CTP website: <http://ctportal.org/feedback-opinions-and-complaints/> where you can select whether you would like this sent to your centre, the Manager or an independent quality team.

Should any learner / customer be dissatisfied with the handling of a complaint at any time, they should inform the designated person who can determine the most appropriate person to respond.

If you are still dissatisfied having followed all the stages as above, you should write to:

Bashir Khalid  
CTP  
55B Regent Street  
Blackburn  
BB1 6BH  
Tel: 01254 677767

Should you have any comments or feedback we would welcome them. Please send these to:

Bashir Khalid  
CTP  
55B Regent Street  
Blackburn  
BB1 6BH  
Tel: 01254 677767



## THE COMPLAINTS PROCEDURE

### Stage 1

Complaints of a minor nature should be raised immediately with the person responsible with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

CTP believe that the majority of comments/complaints/issues/problems are capable of being resolved at this stage (Stage 1) within a period of 10 working days. Users of CTP who are not students may approach the member of staff concerned; alternatively follow Stage 2 of this procedure.

Stage 1 will generally be a verbal process and any staff involved will be encouraged to share the experience, as a result of which CTP will benefit.

If at the end of Stage 1 the complainant(s) is still unsatisfied with the decision, the complainant should follow Stage 2 of the procedure outlined below.

### Stage 2

The Centre appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

If a more formal approach is required then the complainant must use the Centre's Comment and Complaint Form which is available in appendix 1, or refer to the Feedback, Opinions and Complaints section on the CTP website: <http://ctportal.org/feedback-opinions-and-complaints/> where you can select whether you would like this sent to your centre, the Manager or an independent quality team.

In the case that the complainant is a student, where it has not been possible to resolve the complaint to the satisfaction of the student under Stage 1, the student must communicate the complaint in writing to a member of the Senior Management team within four weeks of the incident:

Bashir Khalid  
CTP  
55B Regent Street  
Blackburn  
BB1 6BH  
Tel: 01254 677767

- \* The complaint must be specific and documented comprehensively, including as much detail as possible.
- \* The complainant must present full details, including name and address, any relevant documentation and dates, locations and witnesses as appropriate.
- \* The complainant must also detail any previous unsuccessful attempts at resolution.
- \* Finally, the complainant should state what reasonable steps s/he believes should be taken to resolve the complaint.
- \* The member of staff above will then approach the relevant person on behalf of the complainant to try to facilitate the resolution of the complaint.

The complainant can expect to receive an acknowledgement of her/his written complaint within 10 working days (as long as the member of staff is not on holiday).

It is our aim that most complaints under Stage 2 should be resolved within 28 days. You will be informed if there is likely to be any delay in the process.

The Manager who receives the complaint will notify you in writing of the result of the complaint and the reasons for the decision.



## **SENSITIVE ISSUES/COMPLAINTS**

If the issue of complaint is not related to the Centre's services or teaching/tutoring, but is related to a more sensitive and personal issue such as harassment, the complainant can refer to the Centre's separate policy and procedure on equal opportunities which sets out appropriate actions the complainant can take. A copy of this is available on the CTP website or from their centre lead.

## **THE CTP GUARANTEE**

If there is a genuine concern it should be raised immediately, without hesitation.

Regarding complaints, CTP would like to be informed as early as possible to resolve the problem and to put things right for the future.

We welcome views and suggestions. We will monitor all comments and complaints, treat them seriously and follow our procedures and timescales. We will always endeavour to continuously improve our service.

## **CONTACTING THE AWARDING BODY**

Where a complainant feels they cannot address the complaint to the Managing Director because they form part of the complaint, or where the complainant feels their complaint has not been handled according to the CTP policy, they can escalate their complaint to the awarding body through the External Verifier. Details of the awarding body can be obtained from a member of the Senior Management Team or course tutor. Any complaints must be made in writing. Where appropriate, the External Verifier may refer the complaint to an awarding body panel for review in line with their own company policy. For further details, please refer to the individual awarding body for further details of their complaints procedure and any fees which may be incurred at the complainants own expense.



### Learner Complaint Form

Name of Complainant:	
Contact Details of Complainant:	
Post Code:	
Contact Telephone No:	
Course:	
Date:	
Date of the incident(s) leading to this complaint - this should be within six weeks of today's date:	
Names of all people involved (if known):	
<p>CTP is committed to responding to all complaints promptly and constructively to ensure high standards and the continuous improvement of the services.</p> <p>Once you have completed this form, please send it to Bashir Khalid, CTP, 55B Regent Street, Blackburn, BB1 6BH</p> <p>You will be sent a written acknowledgement that your comment/complaint has been received within 5 working days. The acknowledgement will clearly state the name and position of the person who will be dealing with the complaint.</p>	
<p><b>Details of the incident(s)</b> Please describe the complaint clearly, with as much detail as possible (continue on the back or on a separate sheet if necessary).</p>	
<p>What would you (complainant) like to happen as a result of the complaint?</p>	