

Complaints Policy

Section 6

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Change Record

Issue	Date	Section(s) Affected	Description of Change / Change Request Reference / Remarks
1	11/02/2022	All	New Policy Produced
2	28/04/2021	All	Document Fully Formatted
3	14/02/2022	All	Full document – three yearly review
4	19/02/2025	All	Full document review – three yearly's
4	19/02/2025	Section 1	Added – Definition of Query & Complaint
4	19/02/2025	Section 2	Centre contact details included
4	19/02/2025	Section 3	Amended – What we need from you details and information.
4	19/02/2025	Section 5	Added – Anonymous complaint

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1. Policy

At PHX Training we are committed to handling all types of contact by our customers quickly, accurately, and fairly. We aim to fully resolve any concerns or problems you might have and if there is anything we cannot resolve or put right straight away we will explain why and say what we can do.

We recognise that feedback from Customers is vital in helping us to further improve the services we offer.

We analyse the information you give us to ensure that we get to the root cause of any issues you might have.

This Policy is applicable to all PHX Training Customers across our various types of provision and sets out how to contact us, how we will handle your query, how quickly we will respond and gives full details of our query / complaint handling process.

- A **Query** seeks information or clarification
- A **Complaint** expresses a problem or dissatisfaction needing action.

2. How to Contact Us

If you are a PHX Training Customer, the quickest way to get a question answered or to resolve a concern is usually to contact your Business Leader.

If you are a Learner, the best point of contact is your Tutor / Trainer / Assessor or Business Leader.

You can call the centre to request to speak to the Business Leader:

Barrow: 01229 808 095

Blackburn: 01254 311442

Blackpool/Fleetwood: 01253 291 860

Carlisle/Workington: 01228 810 960

Morecambe: 01524 748 095

Preston: 01772 440 969

You can also contact us by email at info@phxtraining.co.uk

3. What We Need from You

For us to be able to handle your query effectively, we will need the following information when you contact us;

- Your Name and Location; (e.g., training centre)
- The course title you are undertaking with PHX Training;
- Name of your Tutor/Trainer/Assessor;
- Details of your query or concern; (include dates if applicable)
- Who you have already spoken to if it's an ongoing issue

4. Our Aim

PHX Training is committed to providing an excellent service by listening and responding to the views of our Learners. We, therefore, aim to ensure;

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our services which calls for a response;
- We treat it seriously whether it is made in person, by telephone or by e-mail / letter;
- We deal with it promptly, politely and where appropriate, informally;
- We respond in an appropriate manner; with an explanation, an apology if we have got things wrong or information on any action that has been taken;
- We learn from complaints and use them to improve our service;
- We provide responses which are clear and easy to understand;
- We are open and honest and deal with matters confidentially;
- We treat all complaints in the same fair manner, no matter what the severity.

5. How to Make a Complaint

You can make a complaint in writing, by telephone, or in person. We encourage you to raise issues as soon as possible, ideally within one month from the issue first arising: including the below bullet points;

- What the complaint is.
- When the incident happened.
- Who you reported it to and who has been involved.
- How you would like it to be resolved.

You can make a complaint in writing, by telephone or in person. We would encourage you to let us know your complaint as soon as possible but would ask that you complain within one month of the issue first arising.

We believe that the majority of problems can be resolved by discussing them with the relevant Employee/s and we encourage you to opt for this approach. Where this has not resolved the issue or if you do not wish to discuss your complaint in this manner, we understand that you may wish to take alternative action.

Anonymous complaint

PHX Training will acknowledge anonymous complaints, however this cannot be acknowledged officially, this will be logged as a complaint and an internal review will take place. If the complaint is specific incident, check may be carried out, for example reviewing internal systems, paperwork. However if the complaint includes a potential Safeguarding concern (such as risks to vulnerable individuals, health and safety dangers, or legal violations, PHX Training must escalate this to the Designated Safeguarding Lead or the appropriate external Safeguarding authority in line with PHX Training's Safeguarding Policy.

6. Stages in the Complaints Procedure

Stage One

- Advise the PHX Training Employee, Tutor / Trainer / Assessor you work most closely with about your query or complaint and give them the chance to resolve the matter.
- If you're unhappy with the outcome, or with how long it is taking, or if you think it is not appropriate to raise the issue with them, please go to Stage Two.

Stage Two

- Contact us via any of the means described in 'Section 2. How to Contact Us'. We will try to give you an answer straight away, and if we can't we will work with an appropriate subject expert or the PHX Training team to ensure you receive an update or resolution.

Stage Three

- If you're not happy with the outcome you must advise us that you wish your query or complaint to be escalated. It will then be reviewed by the Head of Central Services.
- You should advise us as to why you remain dissatisfied and what action you would like to be taken to resolve your complaint, and you will be contacted within a further 10 working days.
- If required, this may be reviewed by the Managing Director who will receive a report on your complaint including copies of any information you have provided.
- In addition to this, you may be invited to discuss your complaint in person.

7. Timescales

We understand it is important for you to have your complaint resolved quickly.

- **Stage one:** Initial acknowledgement within 2 working days.
- **Stage two:** Response and Update within 10 working days
- **Stage three:** Provide details of next stages if you do not feel the query or concern has been resolved efficiently.

If you are unhappy with any part of the service you can contact the Quality team via e-mail at quality@phxtraining.co.uk

8. Exceptions to the Complaints Process

There are some exceptions to this process (stated below), in this case you should go straight to Stage Three of the Complaints Procedure.

Discrimination based on;

- Age;
- Sex;
- Race, Religion or Belief;
- Sexual Orientation;

- Disability;
- Pregnancy or Maternity;
- Marriage or Civil Partnership;
- Gender Reassignment.

The Government's Counter-Terrorism Strategy;

- Stopping a terrorist attack that you may have become aware of;
- Stopping people becoming terrorists if you are concerned about someone who may be in this situation and wish to make a complaint.

Any of the following, relating to yourself or to another person;

- Physical or Financial Abuse;
- Sexual Abuse or Inappropriate Conduct;
- Emotional, psychological abuse or bullying.

9. External Query / Complaint Review

Stage 3 is the final stage of our internal process. If after following the stages you are still unhappy with the outcome of your query or complaint we will advise you of any third parties you can pursue it with. This will usually depend on the type of learning you have been doing.