

Comments and Complaints Policy

Overview

Who the policy affects

This policy is for members and representatives of Dewi Development Ltd, along with customers of Dewi Development Ltd.

Purpose

Dewi Development is committed to continual improvement by listening to comments of its customers and continually reviewing all complaints. Dewi Development welcomes all comments whether positive or negative, to ensure it can improve and keep delivering activities it is doing well.

Dewi Development is committed in sharing relevant comments with its staff, to highlight areas they can improve and recognise activities they are doing well.

Dewi Development will utilise comments from previous products to help it develop the products of the future and to develop its processes. Where the comments or complaints affect suppliers, Dewi Development will pass on the feedback.

Scope

The policy includes all people representing the organisation from director to employee, temporary staff, sessional staff, agency staff, contractors and volunteers. All employees are included whether full time, part time, office based or home working.

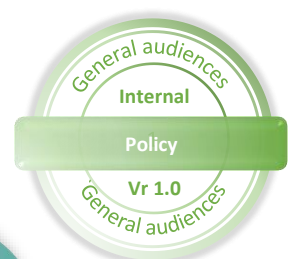
The policy includes all customers of Dewi Development who access a service or buy a product.

The policy does not form part of the terms and conditions of employment with Dewi Development Ltd.

Effective Date

This policy applies from 14 October 2019.

The company holds the right to update the policy at any time.



Policy

1. Comments

- 1.1. Dewi Development welcomes all comments about its products and service. These comments may be positive or negative.
- 1.2. Dewi Development where viable will acknowledge comments.
- 1.3. Comments that highlight a staff member has performed exceptionally well, will be shared with the staff member.
- 1.4. Comments that show a staff member has potentially not performed as well as expected will be passed to their manager. The manager will then follow this up with a discussion and support.
- 1.5. Comments that show a service or staff member are not delivering a consistent high standard, will be assigned to an appropriate manager to investigate.
- 1.6. Comments provided either verbally or in a written form, may be used to promote Dewi Developments products or services, where the provider has not removed consent.
- 1.7. Comments may be shared on branded materials with the individuals name, company, position and date of comment, or may be shared anonymously.
- 1.8. Comments that are utilised to promote the business, can be removed on request from the provider, where they can prove they made the comment. Comments that have been used in printed documents, will be removed during the next print run. All existing copies of printed materials will be utilised unless comments breach the law or impact the reputation of Dewi Development.
- 1.9. Comments about the service, a particular course type or a product, will be utilised to support the design of future courses, services or products.

2. Complaints

- 2.1. A compliant raises a concern where the individual does not feel that the service or product meets the expectations of the individual.
- 2.2. A compliant will initially be handled through discussion with the individual, to understand their concerns and to see whether the discussion highlights different perspectives that can be resolved.
- 2.3. Where a discussion does not resolve the compliant, the complaint will be handled through a formal process.
- 2.4. The formal process will be started by the complaint being provide in writing, either by post, e-mail or documented with staff member and signed by the complainant as accurate reflection of the complaint.
- 2.5. The initiation of the formal process will identify the content of the complaint and what the individual's expectations are from raising the complaint. Where the individual's expectations are not realistic, the individual will be informed, so a more realistic expectation can be agreed or to see if it is app to take the complaint forward. The expectation of unrealistic outcome does not stop the compliant being taken forward.
- 2.6. The procedure for managing the complaint, includes:
 - 2.6.1. A manger will be assigned to investigate the compliant.
 - 2.6.2. The complaint acknowledged within 5 workings days.

- 2.6.3. The complaint will be investigated within 20 working days. Where the complexity of the case cannot be managed in this time frame, the complainant will be informed.
- 2.6.4. The complaint will be informed of the outcome within 5 working days of the investigation conclusion.
- 2.6.5. If the individual is not satisfied with the conclusion, they can follow the appeals process.
- 2.6.6. The outcome of the complaint will be shared with the management team. They will review if there is any impact to processes, products, services or staffing and implement a plan to address the impacts.

3. Appeals

- 3.1. An appeal can be launched by an individual impacted by the outcome of a complaint.
- 3.2. An individual should raise an appeal within 5 working days of notification of the complaint outcome.
- 3.3. The procedure for managing the appeal include:
 - 3.3.1. Appointment of senior manager to review the appeal.
 - 3.3.2. Notification to parties involved that appeal has be received.
 - 3.3.3. The appeal will be reviewed in 20 working days. In some cases, due to the complexity of the appeal, 20 working days may not be sufficeint, in which case Dewi Development will inform all parties.
 - 3.3.4. The outcome of the appeal will be notified to appropriate parties, including the appelland, within 5 working days of the outcome.

4. Data

- 4.1. Where a complaint is relating to data, the investigation will link with Privacy Policy.
- 4.2. Where a complaint identifies a possible breach to the use of personal data, Dewi Development will inform the Information Commissions Office (ICO) within 72 hours of the possible breach and will keep them updated with the outcome of the investigation.
- 4.3. Where a concern impacts on company hosting the data, Dewi Development will inform 1&1IONOS of the complaint and its outcome.
- 4.4. Where the complaint finds concern with the hosting company, Dewi Development will log a complaint with 1&1IONOS and review hosting agreement with the provider.

5. Training Delivery

- 5.1. A complaint regarding the delivery of training may be notified to Nuco Training, as the awarding centre for Dewi Development's accredited courses.
- 5.2. If the concern impacts the internal verification of Dewi Development, the assessment process or Dewi Development's reasonable adjustments, it will notify Nuco Training of the complaint and the outcome.
- 5.3. Where Dewi Development identifies an independent person should carry out the investigation of its training, it may request that Nuco Training provide this independent review.
- 5.4. Where a complainant feels the outcome of a training complaint is not sufficient or they are not happy with an assessment decision, they can request the complaint is referred

to Nuco Training. It should be noted that Nuco Training will review the process and will not themselves change an assessment decision.

6. Records

- 6.1. Dewi Development will keep records of comments, complaints and appeals for 6 years from date of completion.

7. Fees

- 7.1. Dewi Development reserves the write in exceptional circumstances where it is deemed the complaint was frivolous or vexatious, to charge the complaints or appellants a fee for the administration and personnel costs of carrying out the investigation and reviews related to the complaint.

8. Review

- 8.1. The policy will be reviewed on a yearly base or where a concern identifies the policy needs updating.
- 8.2. The policy will be monitored on its ability to support dealing with comments and complaints.

Compliance

Where comments or complaints highlight a staff member has acted improperly or breached Dewi Developments policy, the staff member may be subject to disciplinary action or possibly dismissal within the laws of the country.

Related Legislation

- ➔ Data Protection Act 2018

Definitions

Term	Definition
Comment	Feedback received from a customer or employee either verbally during personal interaction, over voice communication or in voicemails and written on review sites, in evaluation forms, through chat features or through letters.
Complaint	A concerned received from a customer where a product or service has not been delivered to satisfactory level.
Nuco Training	The Training Centre who Dewi Development registers accredited courses. They act as Training Centre registered with the Awarding Body FAA (First Aid Awards).
FAA	First Aid Awards is the awarding body registered with Ofqual, who issue the certificates for accredit courses delivered by Dewi Development through the registered training centre Nuco Training.

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Authors

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