

## Complaints and Feedback

The Chartered Institute of Building (CIOB) is committed to providing a high-quality service and achieving the highest standards of conduct. One of the means in which we can continue to improve our service is by listening and responding to the views of all employees/ in quick and professional manner. Therefore, we aim to ensure that:

- We are approachable and willing to receive feedback
- We are open minded and encourage feedback
- We make time to listen to feedback
- We often ask for employee feedback/opinions
- We are easily accessible to staff and conduct regular reviews

At CIOB feedback is highly appreciated and always encouraged. We know that feedback is a key element to continuously improve our service, systems, and processes. This is something that is instilled within all staff from the point of induction and throughout their time at CIOB.

### Complaints

CIOB is dedicated and committed in providing high standard services, however it is important that we can recognise at times, things may go wrong. If or when these occasions occur and a client, learner, guardian/parent etc expresses any sort of dissatisfaction it is key we are made aware of this, so we are in turn, conduct a review to ensure that this does not occur again and potentially make relevant changes or amendments to improve processes. If a complaint is raised, we ensure that:

- We treat each complaint seriously
- We will acknowledge and respond to the complaint within 48 hours of receipt
- We will conduct a full investigation into all complaints
- All findings will be relayed to the complainant in full
- We deal with the complaint promptly and politely
- If appropriate, we aim to deal with complaint informally (for example, by email)

The scope for a complaint to be made is from the following stakeholders:

- Learners
- Learner parents
- Authorised representatives of the learners
- Employers

Complaints will be acknowledged within 24 hours of receipt, complaints can be received via email, written letter, or telephone. The complaint will be logged on our internal log and investigated promptly with efforts to ensure the complaint is resolved in a timely manner. We may need to

contact the complainant to obtain information or further details regarding the complaint with the aim to resolve the complaint promptly and informally.

On instances where a complaint cannot be resolved informally after an investigation, a 4-week timeframe will be set, and a formal investigation will be conducted, and careful consideration will be taken in reviewing relevant processes. A final response letter will be sent to the complainant within the 4-week deadline detailing the outcome of the complaint.

### **Complaints Procedure/Process**

**Stage 1** - Informal complaints: Where possible, complaints should be raised immediately with the the Apprenticeship Delivery Team. The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that most complaints will be resolved in this manner.

**Stage 2** - Formal complaints: To make a formal complaint this should be sent to the Director of Academy of CIOB on [AMontague@ciob.org.uk](mailto:AMontague@ciob.org.uk) The email should be titled as a complaint and set out the details of the complaint in full and what would be an appropriate resolution. An acknowledgement email will be sent, and a response will be provided within 48 hours. The Head of Technical College will review all information submitted and meet with relevant members of staff to review the complaint if necessary.

**Stage 3** – Resolve: If the complaint has not been resolved to the complainant’s satisfaction, they should write to **First Name / Surname (Job Role) email Address** of CIOB within 10 days outlining why they are dissatisfied with how the complaint has been addressed. The Leadership Team will appoint an individual to investigate the case fully, including how the original complaint was handled, and reply to the customer within 10 days with the outcome and suggested resolution.

**Stage 4** – Confirm If the complaint fails to be handled to the satisfaction of the complainant contact the ESFA via [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk). When contact is made, you will need to provide the following:

- the name of the organisation you are complaining about
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted the organisation’s complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
- permission to disclose details of your complaint to the organisation concerned
- if you are acting on behalf of a learner, evidence that you have their permission to do so

We can only investigate on behalf of learners whose courses we fund or employers that we fund. We may ask you for further information to help us confirm this.


### **Recording a Complaint**

When complaints are received, they are acknowledged and then logged onto a central complaints log. The reason for the complaint and all progress made during the life of a complaint is recorded on the log until it is resolved to the satisfaction of the complainant or to a point at which CIOB

Engineering Ltd can reasonably be expected to do no more. Complaint's data is collated for analysis and presented in quarterly governance and oversight meetings to the Technical College management team.

### Confidentiality

All complaints will be treated seriously, handled sensitively and with due consideration to all parties involved. In line with our equal opportunities policy, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. Any person named in a complaint, however, will be informed and have a right of reply as part of the investigation process.

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