



Future Connect

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Appeals and Complaints Policy Procedure

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Policy Aims

- To provide a clear framework to help anyone who is not satisfied with Company services to raise their concerns and to ensure that Company responds effectively
- To ensure that Company has systems in place to implement improvements as a result of a complaint
- To encourage prompt resolution at an early informal stage
- To ensure that all complaints are dealt with seriously, fairly and sensitively, with no prejudice or victimisation of a complainant
- To raise awareness of the policy and procedures and ensure that staff understand the processes through appropriate training
- The aim of this policy is to provide protection and resolution for learners, customers, stakeholders and any other audience seeking to complain or appeal against an action taken by Company Training or one of its representatives
- This Policy outlines the steps the complainant needs to take and how the complaint will be dealt with and resolved. It also outlines how complainants may appeal against a decision they are unsatisfied with
- Company Training staff & trainers need to be particularly aware of the details within this policy – as do complainants prior to making a complaint or appeal.

Policy Scope

This document should be used by anyone who wishes to formally complain about our services, including learners, clients, trainers and other stakeholders, including staff & subcontractors. Third parties with a close connection to the learner, wishing to complain on the behalf of the learner must produce written agreement from the learner that they can act on their behalf.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, who will review your matter file and speak to the member of staff who acted for you.



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3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, [name] will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review his/her own decision to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Confidentiality

All complaints will be handled sensitively and with discretion. If a learner makes a complaint against a member of the training team, that member of the team must be informed about the substance of the complaint so that they are in a position to make a response. If, in exceptional circumstances and for justifiable reasons, a complainant wishes to remain anonymous from the individual about whom the complaint is made, this may be considered, for example in cases of harassment. The company will not normally investigate anonymous or malicious complaints.

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