



Complaints and Whistleblowing Policy & Procedures

Version control

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0.1	Paola Marshall	Initial document	10 Sep 2018
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Policy Statement

'Plane Training is committed to challenging discrimination and promoting social inclusion and equality of opportunity. We reconfirm a commitment to equality of opportunity and avoidance of discrimination with all groups covered under the Equality Act of 2010 but also aim to include actual or potential learners who may be, or feel, disenfranchised from a process/situation by other factors.

Everyone working for 'Plane Training believes that if a customer wishes to make a complaint or register a concern, they should find it easy to do so. 'Plane Training's policy is to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide a better service. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by customers are taken seriously.

A complaint relates to any dissatisfaction with the provision of our training that has been drawn to the attention of a member of the training team but where the individual or company complaining is not satisfied with the outcome.

Whistleblowing relates to disclosures regarding any action that an individual considers to be illegal, unethical or not in line with company policies. In legal terms, whistleblowing relates to workers, however we will recognise disclosures from any learners, members of staff or the public.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of our disciplinary policy.

'Plane Training's staff and associates believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, customer dissatisfaction and possible litigation. 'Plane Training supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out between just the complainant and 'Plane Training. If this fails due to either 'Plane Training or the complainant being dissatisfied, then 'Plane Training would seek Ombudsman's Services for dispute resolution.

Aim

The aim of 'Plane Training is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly. This policy is available upon request or on our website.

Goals

- Customers and their representatives are aware of how to complain, and that 'Plane Training provides easy to use opportunities for them to register their complaints
- The IQA – Internal Quality Assurer will be responsible for the administration of the procedure
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing by 'Plane Training

- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both 'Plane Training and their customers

Step by step procedure:

In order to facilitate a complaint, a two-step procedure is in place.

Step 1

This process only applies after an informal discussion has taken place.

- The complaint/disclosure must be made to the IQA - Internal Quality Assurer. Complaints must be made using the Complaint Form. Disclosures must be made by email. If the complaint/disclosure relates to one of the IQAs - Internal Quality Assurer, initial communication should be made present and directed to another IQA.
- The IQA - Internal Quality Assurer carries out an investigation, collating all relevant evidence

The IQA - Internal Quality Assurer completes the Complaint Form (for complaints, or send an email for Disclosures) and responds to the stakeholder within seven days of the complaint/disclosure

- The stakeholder acknowledges the recommended outcome and signs the form (or responds by email in respect of Disclosures). If resolved, no further action is required. If unresolved move to Stage 2

Step 2

- The complaint is now escalated to the CAA

Complaint Form below.

Whistleblowing Form below.



COMPLAINT FORM

This form should be completed by the person wanting to make a formal complaint. It should be used only after an informal discussion has taken place.

Name of Complainant:	
Please give details of the initial discussion that has taken place: Who was engaged in the discussion? When did the discussion take place?	
Please state details of the complaint:	
Signature:	Date of signature:
IQA:	
Summary of information obtained: Outcome of complaint: Next step:	

IQA Signature:	Date of signature:
Complainant acknowledgement I have received the details of the investigation and outcome of the appeal. <ul style="list-style-type: none"> <input type="checkbox"/> I accept the recommended outcome of complaint <input type="checkbox"/> I wish to progress my complaint to the CAA 	
Signature:	Date of signature:



WHISTLEBLOWING FORM

This form should be completed by the person wishing to inform the company of something considered to be illegal, unethical or not in line with company policies

Please give details of what happened: (Full description of the facts including all useful details.)
Please state details of when this happened: (Specifying date, time and other personal details.)
Please state details of where this happened: (Specifying where and when wrongdoing took place e.g. warehouse, in the street, at the café')
Who are the relevant persons and/or entities involved: (Specifying names and details of people or companies, which, according to you, are involved or suspected or have become aware of alleged wrongdoing.)
How will these facts relate to 'Plane Training'? (Establishing the link between such allegations and internal procurement processes or operations.)
<p><i>Please give your name and contact details or a way for us to contact you:</i></p> <p>You can remain anonymous, but you are urged to identify yourself so that we can contact you for mere additional information necessary for appropriate review of your disclosure.</p>

We further inform you that 'Plane Training has adopted a whistleblower protection policy.