



Complaints and Whistleblowing Policy

Policy Statement

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

Procedure:

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

Please email us at support@planettraining.co.uk to receive our step-by-step procedure and any relevant forms.