



## Complaints Procedure

Acacia Training takes all complaints received seriously and aims to resolve complaints to a satisfactory outcome as quickly as possible.

If a complaint is received by any employee within Acacia Training, the complaint should be reported to the Quality Manager.

The Quality Manager will respond to the complainant within 24 hours and explain the complaints procedure. The Quality Manager, will either

- deal with the complaint directly
- notify the most appropriate manager (if they are not already aware as above) with regards to the details, if deemed more appropriate.

Where a more appropriate manager has been identified they will then be responsible for handling the complaint and any investigations from there on.

The Quality Manager will record the complaint in the complaints log and maintain the complaints log until the complaint is closed. The individual Manager will keep the Quality Manager informed at all stages of the complaint to allow this process to take place.

The complainant will be presented with the evidence and conclusion either by meeting or telephone discussion. Acacia Training aims to resolve the complaint within 5 working days. However, where circumstances dictate this time span can be extended but will be no longer than 15 working days.

If the complaint is resolved or actions agreed to resolve then the Manager who has dealt with the complaint will then follow up the complainant within an agreed timeframe with the complainant to aim for a satisfactory outcome.

If there is not satisfactory resolution at this point then the full details and investigation of the complaint will be forwarded to the Managing Director, who will review the information collated to date. If there is still no satisfactory resolution then the complaint will be recorded as unresolved.

If necessary, Acacia Training will lodge the complaint/concern with regulatory bodies, for example if safeguarding issues or Prevent.

All complaints will be discussed at the monthly Management meeting and an action plan devised to ensure the same complaint does not arise in the future.

Contact details of the Quality Manager:

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Flow Chart of Complaints Procedure

