

Xact Consultancy and Training Limited
Complaints Policy

1. Introduction

The aim of this policy is to provide a way forward to anyone who wishes to complain about the services Xact Consultancy and Training Limited (Xact) provide.

We regard complaints as valuable feedback which can help us improve our service. We will:

- Deal fairly and promptly with complaints
- Be non-discriminatory
- Try to resolve complaints as quickly as possible
- Keep you informed of our progress
- Inform you once our investigations are complete

The policy which is the responsibility of the Managing Director, will be reviewed periodically.

1.1 Exclusions

Individuals cannot use this "Complaints Policy" to complain about matters covered by the assessment Centre's "Appeals Policy". See "Section 5. The Appeal," for details of what areas are covered by the Appeals Policy.

1.2 Unfounded complaints

A potentially unfounded complaint will be investigated to ensure that the matter is addressed appropriately.

Xact reserves the right to take proportionate action against individuals who make false, vexatious or malicious complaints.

2. Complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Xact or its representatives.

3. Non English speaking

If you wish to complain and you do not speak English, you can ask a friend to complain on your behalf. Please state your preferred language for reply when you complain.

4. Confidentiality

We will do our best to ensure that all complaint investigations will be carried out in a confidential, fair and proper manner.

5. Procedure

5.1 Informal

A complaint can often be dealt by the person with whom you have had contact.

The person receiving the complaint will record and either acknowledge the complaint or answer it fully, in writing, within five working days.

If they are unable to resolve the complaint within five days they will write to you explaining the reasons and invite you to progress to the formal stage.

5.2 Formal

If you are not satisfied with the reply or wish to complain formally, please use the complaint format in Section 8 of this policy and send it to Complaints Manager by:

- a) Email: complaints@xact.org.uk or
- b) Post: Xact Training, 3 Abbey Lane Court, Evesham, Worcestershire WR11 4BY

The Complaints Manager will be responsible for dealing with your complaint and for preparing a response to you on the results of the investigation.

As part of that process, an independent investigator will be appointed whose aim will be to establish the facts surrounding your complaint.

Your complaint will be acknowledged within seven working days of receipt. Complaints are usually dealt with within 28 days of receipt with a written reply.

When our investigation is complete we will inform you in writing of our conclusions, the reasons and any subsequent actions.

If this is not possible, we will write to you before 28 days have elapsed, giving you a progress report and telling you when to expect a reply.

5.3 Appeal

If you are not satisfied with the reply to your formal complaint, you can appeal. Please make a written statement setting out the basis of your appeal and sent it to the Complaints Director at:

- a) Email: complaints@xact.org.uk or
- b) Post: Xact Training, 3 Abbey Lane Court, Evesham, Worcestershire WR11 4BY

5.4 Recording

Documents relating to a complaint will be recorded in the Complaints Log.

Personal information will be stored, used and processed in accordance with Xact's Data Management Policy.

6. Complaints about employees

If a complaint is regarding an employee's behaviour, he/she will be promptly updated on progress appropriately.

If the complaint is found to be unfounded, the employee will be notified.

If the complaint is found to be valid, then the matter will be dealt with by the appropriate procedure.

7. Evaluation

When the investigation of a complaint has been completed, the outcomes will be evaluated to see if organisational improvements are required.

8. Formal Complaint

To enable us investigate the complaint, please respond to the questions below in a separate document and send to the Complaints Manager. See details in Section 2.

8.1 Details of complainant

Please provide the following information:

- 8.1.1 Full name and title of person making complaint
- 8.1.2 Date submitted
- 8.1.3 Address
- 8.1.4 Contact email and telephone number

8.2 Complaint on behalf of someone else

Please complete this section if you are writing on behalf of someone else. We will ask consent from that person before we are able to investigate the complaint.

8.2.1 Full name and title of whom you writing on behalf of.

8.2.2 Their contact email and telephone number

8.2.3 Their relationship to you.

8.2.4 Why person, who you are making complaint for is not making the complaint themselves.

8.2.4 If you would like our response in a different language, what language you would like us to respond and the reason for your request.

8.3 The complaint

Please respond to the following:

8.3.1 Itemise what you are complaining about.

8.3.2 Give details of the persons involved and their role.

8.3.3 Provide dates of when the event you are complaining about occurred.

8.3.4 When relevant, describe the location the event occurred.

8.3.5 Provide evidence to support the above.

8.3.6 What results you would like?