

## COMPLAINTS POLICY AND PROCEDURE OF P FLANNERY PLANT HIRE (OVAL) LIMITED

**Completed date: November 2021**

**Review date: December 2022**

**For Learners, Apprentices and Employers**

### **Definition of Complaint:**

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include When we do not deliver a service on time; When we give you, or the learner, wrong information; When you receive a poor-quality service, when you have a concern with a member of staff.

### **1. Policy**

1.1 P Flannery Plant Hire Oval Ltd (**FPH**) is committed to providing a high-quality service for all its students, employers and clients. This policy sets out the process for all learners, apprentices and employers to make a complaint about the service provided by FPH. This policy is intended to welcome and to try to satisfy complaints and to use the information to improve the services it offers.

1.2 FPH will deal with legitimate complaints in a fair, prompt and objective manner.

1.3 Complaints will be handled without recrimination and the complainant, whether a learner or employer will not be disadvantaged by raising a complaint.

1.4 Anonymous complaints will not be accepted.

1.5 All information will be kept in strict confidence and shared only on a need to-know basis. FPH staff are expected to respond positively to complaints and to alert the complainant to the Complaints Procedure.

1.6 FPH will be fair in its treatment of all those who complain irrespective of all protected characteristics under the Equality Act 2019.

1.7 Complaints will be dealt with promptly and constructively. The outcomes of any complaint will be shared with the complainant and any staff involved. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary or other further action.

### **2. Procedure**

2.1 **Informal Complaint** - Where possible, the complainer should speak directly to those involved and try to resolve the matter first-hand. For apprentices, they may wish to raise a complaint through their workplace line manager. The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that complaints will usually be resolved in this manner. If this is not possible or the claimant remains dissatisfied, then they should proceed to step 2.2.

**2.2 Formal Complaint** - The complainant should complete and return a 'Notification of Complaint' letter to the Centre Manager at FPH.

2.3 Receipt of the complaint will be acknowledged within 3 working days.

2.4 The complaint will be reviewed by the Centre Manager. They will decide whether the nature of the complaint impacts on the quality standards of delivery or if it relates to other areas of the business which does not affect teaching and learning, the apprenticeship or the assessment process.

2.5 The Centre Manager will investigate the complaint accordingly. Those involved in the complaint will have the right to attend any scheduled meetings to express their views in person.

2.6 The complainant will receive a written response within ten days, setting out the result of the investigation and the action that will be taken. If the investigation is likely to exceed ten days, the candidate will be contacted and told when we expect a response will be available.

**2.7 Escalation** - If the complainant feels the complaint has not been satisfactorily resolved by the Centre Manager the complainant should refer their complaint to the appropriate external body. Contact details will be supplied directly to the complainant when all other avenues of the complaint have been exhausted.

Signed:

**P Flannery**  
**Managing Director**



## Notification of Complaint

P Flannery Plant Hire Oval Limited (**FPH**) recognise that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure).

This should be used in conjunction with FPH Complaints Policy and Procedure for Learners, Apprentices and Employers.

Please complete all sections and return this form as soon as possible to the address shown at the base of this form.

Your name:	Are you currently undertaking a qualification with FPH?  If yes, please give the title and level of qualification or apprenticeship programme.
Candidate's work address:	Address for correspondence if different:

Explain the nature of your complaint (use a separate sheet if necessary)

Your signature:

Date:

Please send the completed form to:

The Centre Manager  
P Flannery Plant Hire (Oval) Limited  
Dunton Wharf  
Lichfield Rd by Junction 9 M42, Curdworth, Birmingham, B76 9EN

[p.allman@flanneryplant.co.uk](mailto:p.allman@flanneryplant.co.uk)