



COMPLAINTS POLICY AND PROCEDURE

Our aim

CJJ Training is committed to providing a quality service for its staff, students and customers and working in an open and accountable way that builds the trust and respect of all involved.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff, students and customers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken is incorrect;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble Definition:

CJJ Training defines a complaint as 'any expression of dissatisfaction that relates to CJJ Training and that requires a formal response'.

Purpose:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.



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CJJ Training's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to CJJ Training's attention normally within 8 weeks of the issue arising usually via the email address info@ccjtraining.co.uk
- raise concerns promptly and directly with a member of staff in CJJ Training;
- explain the problem as clearly and as fully as possible, including any action taken to date; allowing CJJ Training a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond CJJ Training's control

Responsibility for Action: All Staff of CJJ Training

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CJJ Training maintain confidentiality.

However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit).

Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting:

Jenna Whitehead and Chris Whitehead (management of CJJ Training) will receive annually an anonymised report of complaints made and their resolution. In most cases Jenna Whitehead and/or Chris Whitehead will deal with the complaint to ensure a satisfactory outcome for all parties is achieved.



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Formal Complaints Procedure

In the first instance, if you are unable to resolve the issue informally, you should put your complaint in writing to info@cjjtraining.co.uk, so that they have a chance to put things right. In your correspondence you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within 5 working days of receipt.

You should get a response and an explanation within 15 working days.

However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you are not satisfied with the subsequent reply from CJJ Training, then you have the option of writing to the appropriate Awarding Body, stating the reason why you are dissatisfied with the outcome.

You must do this within 10 days of receiving the written response from CJJ Training. The Awarding Body will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Our awarding bodies [complaints policy](#) is taken into consideration and includes details of how to submit any complaints to them.

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For more information about our company, services, and policies, please contact us at info@cjjtraining.co.uk

