

Talentino!® Ltd

**Complaints Policy &
Procedure**

V.1 – December 2015

Complaints Policy of Talentino!® Ltd

Talentino! views complaints in the same way as feedback, comments or evaluations as an opportunity to learn and improve our services and resources for the future, as well as a chance to put things right for the person or organisation which has made a complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure that everyone at Talentino! knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us improve what we do.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Talentino!.

Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Talentino!, which can include, but is not limited to: customer organisations or individuals thereof, young people/other beneficiaries who receive coaching from either Talentino! members or Talentino! trainees, relatives of either aforementioned coaches or trainees, etc. A complaint can be received in person, by telephone, email or in writing.

Confidentiality

All complaint information is handled sensitively, only those who need to know will be informed and relevant data protection requirements will be adhered to.

Review

This policy is reviewed and updated as required.

Created December 2015

Review due..... December 2016

Complaints Procedure of Talentino!® Ltd

Publicised contact details for complaints

Written complaints can be sent to Talentino! via post at Suite 1 Holybrook House, 63 Castle Street, Reading, RG1 7SN, or via email to hello@talentinocareers.co.uk .

Verbal complaints may be made by phone on 0800 298 0178 or 0118 327 1850 or in person to any Talentino! staff/volunteers/associates at our office (address above) or at any venue where we are delivering training or coaching.

All these details, as well as this policy, are available on the contact page on our website, at the address www.talentinocareers.co.uk/contact-us/ .

Receiving complaints

complaints received by telephone or in person should be recorded if reasonably possible. Where direct recording cannot take place, it is imperative that Talentino! members take note of both sides of the conversation as accurately as possible. The person receiving the call should:

- Write down the facts of the complaint
- Take the complainants name, address and contact details (telephone and email)
- Note down the relationship of the complainant to Talentino!
- Inform the complainant that we have a complaints procedure and tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send in a written (by email or post) account so the complaint is recorded in their own words.

For further guidelines about handling verbal complaints, please see **Appendix 1**.

Resolving complaints

Stage One

If the complaint is made to the person responsible, it is possible to resolve the issue swiftly and should do so if appropriate and possible.

Whether or not the complaint has been resolved, a record should be made and sent to Jenny Connick/the Director, for recording. If it has not been resolved, Jenny will delegate an appropriate person to resolve the issue, or resolve it herself.

If the complaint is about a specific person, that person should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint **within one week**. The acknowledgement should say who is dealing with the complaint and when the complainant can expect a reply. A copy of this complaints procedure should also be sent to the complainant.

Ideally, complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent to the complainant with an explanation of the reason for the delay and the best possible indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been sufficiently resolved after stage one, they can request that the complaint is reviewed at senior management level. At this point the complaint will be passed to Jenny Connick/the Director.

The request for a senior management level review should be acknowledged within **one week** of receiving it, and this acknowledgement should say who is dealing with the case and when the complainant can expect a reply.

The Director may investigate the facts of the case themselves, or they may delegate a suitable person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at stage one.

If the complaint is about a specific person, that person should be informed and given a fair opportunity to respond.

The person who dealt with the complaint at stage one should be kept informed of all proceedings related to the complaint.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent to the complainant with an explanation of the reason for the delay and the best possible indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless senior management deems it appropriate to seek external assistance.

Variations of the Complaints Procedure

The Senior Management (SM) team may vary the procedure for an appropriate reason. This may be necessary to avoid conflicts of interest for example when a complaint is made about a member of senior management, where avoidable the SM member should not be responsible for investigating the complaint.

Review

All complaints, including relevant investigations and resolutions, are recorded and kept, and reviewed on an annual basis. This gives Talentino! an opportunity to identify any areas in particular that require further action.

APPENDIX 1 – Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry •
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal