



Complaints Policy

The Coders Guild is committed to providing the highest quality of service to learners, employers and customers.

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BACKGROUND

The Coders Guild recognise that learners, employers and customers have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

We will take any concern or complaint made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. Investigate the complaint fully, objectively and within the stated time frame. Notify the complainant of the results of the investigation and any right of appeal.

All learners, employers and other stakeholders in the company should be advised of the complaints policy and advised as to where they can locate it on the company website and shared files. Learners, employers and customers should also be advised of the company phone number and email address for filing complaints. If a learner, employer or customer wishes to take a complaint to an external agency such as the funding agency it is important that the company procedure is fully exhausted before the external agency is requested to get involved.

AIMS

The Coders Guild aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the Complaints Procedure

WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel The Coders Guild has:

- Failed to provide a service or an acceptable standard of service
- Made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided unfair service

COMPLAINTS PROCEDURE

Stages

There are three stages to the complaints procedure:

- Stage One - Informal
- Stage Two - Formal
- Stage Three - Appeal

Stage One - Informal

The Coders Guild encourages learners, staff, employers and customers to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to a member of the management team. Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. In the case of learners this could be their trainer, coach or welfare officer. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of staff, complaints should always be raised with their Line Manager. If the complaint is about their Line Manager, then they should raise their issue with a member of the Senior Management Team.

Stage Two - Formal

If the person is not satisfied with the outcomes from the informal route, they can submit a formal complaint. This can be submitted via any single or combination of the following methods;

Telephone: **0113 460 1024** asking to speak to the Manager on duty

Email: hello@thecodersguild.org.uk

Letter: The Coders Guild, Duke Studios, 3 Sheaf Street, Leeds, LS10 1HD

Receipt of the complaint will be acknowledged in writing (via email or post) within 2 working days of when the formal complaint is received.

A member of the senior management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications and meeting with the complainant.

The Coders Guild will reply within 15 working days with a full response outlining the outcomes of the complaint investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is still taking place, or in cases of staff absence etc. - we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.

We will notify you within 10 working days if the complaint is not upheld, providing reasons as to why this is the case.

Stage Three - Appeal

If the complainant is not satisfied with the outcome of Stage 2, they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation. This should take place within 5 working days from the date the outcome letter was received. The appointed person should be a senior staff member and have had no substantial involvement in the original dealing of the complaint.

All complaints will be monitored and where possible used to improve and develop the services provided by The Coders Guild.

INVOLVING THIRD PARTIES IN THE COMPLAINTS PROCEDURE

Where a complaint is made in connection to a government sponsored programmes the complainant has the right to involve the agency, however there are requirements that all complainants need to be advised of, before they make an approach to the agency.

The following guidance, protocols should be adhered to: Firstly the complainant should try to resolve it with The Coders Guild, following the Staged Process outlined in this document.

The external agency will need to confirm that The Coders Guild complaint procedure has been fully exhausted before responding to a complaint (unless the complaint is an allegation relating to irregularity and/or fraudulent practice. In this situation the agency may see it as acceptable for the complaint to go direct to them).

Following this, a complaint will be investigated in accordance with the Agency's procedure for investigating Complaints about Providers, a copy of which can be found at:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Email: complaints.esfa@education.gov.uk

The ESFA will assess the concerns and decide on the appropriate action. Where necessary, the team will refer concerns to other organisations such as the police or other government departments. If contacting the Agency by telephone, they will explain their process and record information that the complainant is willing to provide. The Agency will also ask the complainant to provide a summary of the concerns in a letter or email.