



# COMPLAINT & COMPLIMENT POLICY & PROCEDURE

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Scope: applies to who	Learners, employers, teaching and support staff



## INTRODUCTION

We hope that all our service users will be satisfied with the services offered by PDTT. Indeed, we often get thanks and compliments. However, should a learner, an employer or a member of the public have concerns, we take these very seriously. While most issues that arise can be resolved informally, this policy outlines the steps available if it is felt the issue needs to be taken further.

## COMPLIMENTS

If you wish to provide PDTT with some positive feedback, please complete the Compliments and Complaints form ([see Appendix 1](#)). This should then be sent straight through to the Head of Skills and Training. Or alternatively you can send an email directly to [feedback@pdt.org.uk](mailto:feedback@pdt.org.uk). We really appreciate your feedback.

### Head of Skills and Training

Hoss Malek

PDT Training  
258 Harrow Rd,  
Westminster,  
London  
W2 5ES

Contact: [hoss@pdt.org.uk](mailto:hoss@pdt.org.uk)  
0207 2668 241 / 07852 319919

## COMPLAINTS

### Who can make a complaint?

Anyone can make an informal or formal complaint about anything linked to administration, training, assessment, verification, or personnel conduct whether they are receiving services from PDTT or not. This includes learners; a group of learners; an employer; a contractor; members of the public and parents / carers of children under 18.

### Reasons for a complaint

A complaint can arise when someone considers that a service has not been delivered as they might reasonably expect. This might take the form of:

- Inappropriate conduct of a PDTT representative
- Failure to follow PDTT's policies
- Failure to follow an Awarding Organisation's Code of Practice
- Failure to reach service standard
- Failure to provide a service
- Failure to carry out action promised
- Inefficient delivery of service
- Wrong or incomplete information given
- Complaint about a fellow learner



### **How to make a complaint**

By registering for a qualification through PDTT, learners and employers have agreed to abide by its Complaints Procedure, as outlined below.

#### **STAGE 1**

If a learner has a complaint that can be easily put right, in the first instance they can contact the allocated tutor or the tutor support member of staff. That member of staff will endeavour to resolve the matter satisfactorily. This should be dealt with within ten working days of the complaint being made.

#### **STAGE 2**

In the unlikely event that the tutor or support tutor has not been successful, the complainant will complete the Complaint Form. They will refer the complaint to the Head of Skills and Training who will respond directly within five working days of referral and within three months of the complaints being logged centrally.

#### **STAGE 3**

If the Head of Skills and Training is unable to resolve the matter, then the complaint should be referred to the Chief Executive Officer. They will respond within ten working days to the complaint. The response will give a full written explanation.

#### **STAGE 4**

If you are not happy with the resolution of the complaint, you can appeal as follows:

- Complaints relating to the learning programme - contact the relevant funding agency (PDTT admin team can advise on the appropriate agency and contact details)
- Complaints relating to qualifications - contact the Awarding Organisation

***Your complaint will not affect the way that you are treated while your complaint is investigated.***

These timescales have been fixed to ensure that complaints are dealt with quickly, however they may be extended if agreed by both parties. Where complaints need to be dealt with outside of the time frames specified, all parties will be notified of this.

If a learner, or anyone else, has a complaint to make, they can ask to speak to, or see, the Head of Skills and Training in person. Or any other member of the senior management team. If the individual prefers to put their complaint in writing, they can submit the Complaint Form (*see Appendix A*) to the address detailed in the compliments section at the start of this policy. The Head of Skills and Training will ensure the complaint is referred on to the person best placed to respond.

#### **This process aims to:**

- Encourage complainants to resolve their dissatisfaction through open and informal procedures in the first instance



- Provide clear procedures for users of PDTT's services to raise their comments in a way that is free from intimidation and excessive bureaucracy
- Ensure that staff are provided with the necessary guidance and skills to handle complaints effectively and appropriately, in accordance with the procedures
- Ensure that the complainant is advised of the outcome of their complaint within the specified timeframes
- Offer guidance and support to complainants in making their complaints and any subsequent appeals
- Ensure that privacy and confidentiality are respected when dealing with a complaint
- Ensure all complaints are investigated thoroughly and fairly
- Protect the complainant and other parties involved in the complaint from recrimination or reprisal both during a complaint and following its closure
- Remedy the complaint and recompense complainants where there are sufficient grounds to do so
- Provide the complainant with the right to appeal against the outcome of their complaint
- Resolve the complaint as quickly as possible within the time frames stated within this policy as far as reasonably possible

The basic principle of these procedures is that complaints should be resolved fairly and at the earliest possible opportunity. Any dissatisfaction should be addressed as quickly as possible to improve the quality of service provided.

The Head of Skills and Training will maintain a central log of complaints on the database which will be analysed regularly by the leadership team. Complaints link into the company's KPIs and reporting purposes and are taken seriously.

#### **POLICY REVIEW**

This policy will be subject to annual review, update and approval by the Quality Coordinator and Head of Skills and Training. This policy covers PDT Training and is a sub-policy of the PDT wide Complaint Policy and Procedure.

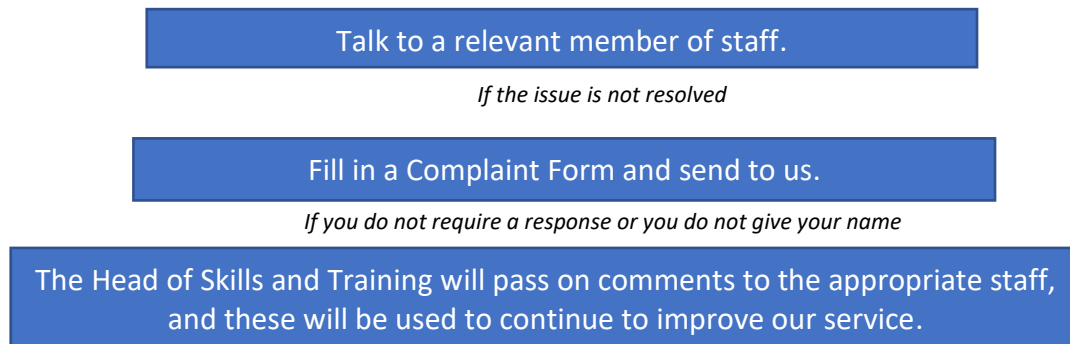


## Appendix 1

COMPLIMENTS & COMPLAINTS FORM			
Name:			
Contact Number:			
Email Address			
Job Title:			
Your relationship to PDDT			
Learner:			
Course:			
Tutor:			
Please select reason for this form:	COMPLAINT	COMPLIMENT	
Detail of Complaint or Compliment:  Please give as much detail as possible including full names        Please continue onto another sheet if required and date and sign it			
Signature:		Date:	

## Appendix 2

The flow chart below illustrates the proper procedures for responding to a complaint:



### Formal Complaint

