



Pathway Group

Complaints & Customer Feedback

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V1.0	Original	W. Azam	Safaraz Ali	Creation	24/03/07
V2.0	Review	W. Azam	Safaraz Ali	Amendments	10/04/08
V2.1	Review	A. Hill	Safaraz Ali	No Amendments	28/04/09
V2.2	Review	A. Hill	Safaraz Ali	No Amendments	05/05/10
V3.0	Review	A Hill	Safaraz Ali	Amendments	20/11/2010
V4.0	Review	A. Gosain	Alan Hill	Amendments	20/01/2011
V5.0	Review	David Holmes	Safaraz Ali	Revised	08/01/2014
V6.0	Review	Sajad Ali	Safaraz Ali	Amendments	15/03/2016
V7.0	Review	Sajad Ali	Safaraz Ali	Amendments	03/01/2017
V7.1	Review	Ian Alston	Safaraz Ali	New Owner	25/04/2017
V8.0	Review	Sajad Ali	Safaraz Ali	Amendments	08/05/2018
	Review	Shirley Etheridge	Safaraz Ali	Amendments	26/04/2019
V9.0	Review	Clare Stewart	Safaraz Ali	No Amendments	13/03/2020
V10.0	Review	Sajad Ali	S Johnston	Amendments	20/05/2021
V11.0	Review	Ellen Merricks	Sajad Ali	Amendments	21/06/2021



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Intent

Feedback is essential to the delivery of any organisation and helps to improve performance by identifying actions needed to be taken. This is why Pathway Group welcomes openness and frankness from its customers and other stakeholders as an important driver in our commitment to continuous improvement and part of demonstrating that we are an equitable organisation.

The policy and procedure also ensures a clear framework is in place for handling all complaints - and compliments - within a consistent approach and that subsequent action involves lessons and good practice being embedded across Pathway Group.

Safaraz Ali
Director



Implementation

Aims

Pathway Group is committed to excellence in customer care. We welcome feedback from customers whether it is positive or critical and will always take complaints seriously whilst seeking to provide redress and learn from the experience whenever appropriate.

Pathway Group endeavours to provide a consistently high-quality service at all times. If, however, any customer, learner or other stakeholder is unhappy with the service on the grounds of the quality of service or conduct of one of our employees, we will aim to resolve the complaint as quickly and equitably as possible. Where possible we will strive to resolve the complaint informally. Where an informal resolution is not possible, we will follow the procedure set out below.

In all circumstances we will seek to act sensitively and maintain confidentiality whenever possible.

Objectives

- to establish a clear framework for addressing all complaints and compliments
- to ensure all complaints are dealt with in a timely and appropriate manner
- to provide a channel for complaints available to a wide range of service users
- to ensure impartial consideration
- to resolve issues raised to the satisfaction of both the Complainant and the company
- to learn lessons from all complaints and make recommendations which will support our policy of continuous improvement.

Scope of the Policy

The Policy covers a wide range of issues relating to customer and stakeholder satisfaction (or not) with Pathway Group's services and performance – it does not cover issues relating to academic matters including assessment, marking and grading no staff grievance which are covered by our procedures for dealing with candidates concerns and staff grievance respectively.

Roles and Responsibilities

Managerial responsibility sits with the Compliance Manager

Procedural Framework

There is a clear framework to support staff in handling all complaints and compliments to ensure a consistent approach to complaints and compliments and subsequent action across Pathway Group activities and this involves directing all formal complaints and compliments through the Compliance Manager. This accountability ensures:

- the maintenance of accurate records to enable clear analysis of matters affecting people within Pathway Group and the central collation of data enables Pathway Group to identify trends, raises awareness increases awareness and helps us to improve our services.
- the most impartial perspective possible, allowing a fair and objective consideration of all issues.
- a mechanism for ensuring that the most appropriate department initially investigates the complaint
- continuous improvement in business processes.

Process

Anyone may feedback to any staff member at any time about any aspect of Pathway Group's activity.

Compliments and complaints are logged with the Compliance Manager in the central database.

Customers and other stakeholders may raise complaints/compliments in various ways including in writing, fax, email, phone, or in person or via feedback form on the internet.

Details are as follows:

Address: Pathway First Limited, 95 Amington Road, Tyseley, Birmingham. B25 8EP

Tel: 0121 707 0550

Email : info@pathwaygroup.org.uk

Complaints

In the first instance staff may try to resolve the complaint informally.

If a swift and adequate response cannot be offered the formal process will be followed.

In all cases complaint information must be recorded in section 1 of the Feedback Form by the staff member receiving the complaint. (Appendix 1)

In all cases staff must inform the Compliance Manager of the complaint and complete a copy of the Complaints Form so that it is duly recorded in the central Pathway Group Complaints Central Register and a copy placed in the Complaints Folder. (Appendix 2).

Complaints Procedure.

- i. When a complaint is received, the person who receives the complaint must complete in full Section 1 of the Pathway Group Form. Appendix 1. (Please note; it is the responsibility of the person completing the form to ensure it is fully completed).
- ii. Inform the Compliance Manger and give them a copy of the completed form to be filed, and registered.
- iii. The Compliance Manager will establish which business department is the most appropriate to deal with and resolve the complaint. This will include consideration of which department would be most suited to dealing with the potential for complaints that may relate to any external bodies such as those, for example, for accreditation of qualifications or funded provision.
- iv. The Compliance Manager will then pass it onto the head of the relevant department to deal with the complaint as a matter of urgency.
- v. The complaint is to be acknowledged within **48 hours** of receipt and evidence of the contact is to be sent to the Compliance Manager within 5 days. If no information received by Day 6, this will be escalated to HR.
- vi. The head of the relevant department will investigate the situation and whenever necessary obtain statements from all those involved.
- vii. In all cases the head of the relevant department should try to establish what actually took place and where the responsibility lies.
- viii. Copies of any letters sent to the Complainant must be attached to the complaint documentation for any future reference.



- ix. A written response should be issued detailing the outcome of the investigation and any subsequent actions to be taken by Pathway Group, where applicable.
- x. Once the complaint has been resolved and if the Complainant is satisfied –the case is closed.
- xi. On closure of a complaint the central register is to be updated by the Compliance Manager.
- xii. If the matter is not resolved by the investigation or if the Complainant is dissatisfied with the outcome, the Compliance Manager will inform the Complainant that they may appeal the decision.
- xiii. Any complaints that have had no Manager input over 7 days will be escalated by the Compliance Manager to Senior Management and HR.
- xiv. Any complaints that may have a safeguarding or well-being concern, must include handling from a Safeguarding Officer, and reported to necessary authorities, if applicable.

Appeals Procedures

- i. If the matter is not resolved by the investigation or if the Complainant is dissatisfied with the outcome, they wish to appeal and have notified the Compliance Manager of this within 14 days of Pathway Group's response, the Compliance Manager will appoint a Review Manager.
- ii. The Review Manager will be a member of the Management Team and who has had no involvement in the complaint at any stage.
- iii. The Complainant's request for a review will be acknowledged within **48 hours** from the date of appeal.
- iv. The appointed Review Manager will consider all aspects of the complaint and how it has been handled by Pathway Group.
- v. The findings of the review will be communicated to the Complainant within 14 working days.
- vi. If the review is complex and likely to exceed this timescale the Complainant must be kept informed of progress at least every 10 days.
- vii. Copies of any letters sent to the Complainant must be attached to the complaint documentation for any future reference.
- viii. A written response should be issued detailing the outcome of the investigation and any subsequent actions to be taken by Pathway Group where applicable.

- ix. Once the complaint has been resolved and the Complainant is satisfied, the complaint is to be closed and there is no further action.
- x. On closure of a complaint the central complaints register is to be updated by the Compliance Manager.
- xi. If the complaint is not substantiated and the Complainant remains dissatisfied with the outcome, they may appeal to The Director of Pathway Group within 14 days of Pathway Group's response.
- xii. This is the final stage of Pathway Groups internal complaints procedure. Should the complaint involve matters that relate to funded provision or accredited qualifications, the Complainant will be advised of any relevant external body and their contact details.

Time scales

- It is Pathway Group's commitment to seek to resolve all complaints within **14 working days** from the date the first complaint was made.
- However, if we need more information or responses from a Complainant, we will allow up to **14 working days** for the Complainant to respond and then the completion time for the complaint will be within **30 working days**.
- Allowing for complex cases with several such interactions, may mean investigations for Pathway group may take up to **60 working days** to fully complete.
- Appeals must be made within **14 days of** the outcome of the complaint.

Monitoring and Recording Complaints and Compliments

It is an essential part of a Pathway Group's Management System that all compliments and complaints are recorded and monitored. Even if they are resolved easily and quickly there may be opportunity to learn from the situation and improve working practice, processes or procedures as a result.

The subject of complaints once resolved will be monitored by the Senior Management Team monthly for the purposes of learning and improving working practices, processes and systems.

The compliments will be monitored by the Senior Management Team monthly for the purposes of learning and improving working practices, processes and systems. Copies of all compliments should be forwarded to the Compliance Manager who will maintain a central register of compliments. Compliments should be celebrated and shared by Managers



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amongst teams and publicised via the Groups communication channels (LinkedIn, YouTube, Twitter, Instagram, Snapchat and any other Social Media, website, and at Leadership Team meetings).

Appendix 1

Section 1 Pathway Group - Feedback Form		Form Number Version 2		Enter Ref from Register
Date and Time Received	Received By Staff Member	Medium (letter/Fax/Phone/email/in- person/website)		Date Acknowledged
Details of the person giving feedback.				
Name	Address	Post Code	Phone	
Email Address				
Nature of Feedback and date of occurrence				
If it is a complaint, what the Complainant wants done?				
Section 2				
Outcome: Response / Action Taken / Referred /Terminated.				
Date of Final Position to Client:		Approved By: Name & Signature		
Preventative Action		Details		

Appendix 2

<u>Complaints Register</u>							
<u>Complaint No:</u>	<u>Date</u>	<u>Complainant</u>	<u>Head of the relevant Department</u>	<u>Nature of Complaint what happened</u>	<u>Root cause</u>	<u>Corrective Action Taken</u>	<u>Corrective Action Date</u>
F0001	20 th Nov 2013	P.L. Aintiff	Paul Star	Not posting certificates	Misfiling	Ensure certificates are sent out when received	21 st Nov 2013
F0002							
F0003							
F0004							
F0005							
F0006							
F0007							
F0008							
F0009							
F0010							
F0011							
F0012							



Appendix 3

<u>Compliments Register</u>					
<u>Compliment No:</u>	<u>Date</u>	<u>Complimentor</u>	<u>Head of the relevant Department</u>	<u>Details</u>	<u>Action</u>
C0001	20-11-10	B.A.Star	D.Lighted	Excellent induction	Report to management team
C0002					
C0003					
C0004					
C0005					
C0006					
C0007					
C0008					
C0009					
C0010					