

Customer Feedback Policy

Version	2
Title of Policy	Customer Feedback
Policy Owner	Tom Winbow
Date of Authorisation	1 October 2023
Authorised by	Gareth Carter
Date for Review	October 2024

Purpose

As an organisation we are committed to providing a customer focused, consistent, credible and continuously improving portfolio of employability skills and training and to aid this Momentum is committed to listening and responding to our customers and partners.

Definitions

What is a 'compliment'? – A **compliment** is when a customer gives us feedback about how we have delivered positive service and/or exceeded expectations.

What is a 'comment'? – A **comment** is when a customer, an associate or partner provides a suggestion, or offers an idea on how we can improve our delivery of a service.

What is a 'complaint'? – A **complaint** is an expression of dissatisfaction about the service or person made in writing that requires further investigation.

Comments and Compliments

We want to continually improve the service we provide and are committed to giving all of those we deal with the opportunity to share their comments, express satisfaction, or dissatisfaction, with our service, policies, processes and procedures, and to improving those policies, systems and procedures where appropriate.

Equally, we need to know when we do things well so that we can disseminate best practice across the organisation. You can make a compliment and/or comment either by phone, letter, via feedback boxes or email to training@momentumgroup.org.uk

Complaints

Informal Stage

It is recognised that many concerns will be raised informally that can and should be dealt with immediately. Normally these concerns should be raised promptly and directly with the relevant Centre Manager. Similarly concerns should be raised promptly and directly with the individual against whom there is a concern.

In cases where this may not be possible, there are several people who could be approached. The aim is to resolve informal concerns quickly and enable effective mediation between the complainant and the individual to whom the matter has been referred. This is entirely appropriate where it can be achieved. However, if concerns are not satisfactorily resolved in this way complainants may follow the Momentum complaints process as specified below.

All resolved complaints at the 'informal stage' must still be logged on the Log

Formal Stage

If the concern raised could not be resolved informally, the complaint is to be formalised in writing, either by email or a letter, to Tom Winbow, Director (tom.winbow@momentumgroup.org.uk). Momentum will then ensure the following:

- Acknowledge receipt of the complaint within 48 working hours.
- Will aim to provide a full response to the complaint within 10 working days. If we cannot do so we will keep you informed of progress towards providing a full reply.
- Momentum may offer to facilitate a meeting between all parties involved, if appropriate.
- Will provide information on how to take the complaint further if the complainant is not satisfied with the response from Momentum

Responsibility of the complainant

The complainant will be expected to:

- Bring their complaint to the attention of Momentum within 14 days of the completion of services/ assessments (unless there is an extenuating circumstance).
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow Momentum to deal with the matter in line with their policy
- Recognise that some circumstances may be out of the control of Momentum.

Momentum is committed to treat every complaint seriously and deal with it sympathetically and confidentially. We will always do all we can to resolve the complaint fairly and to your satisfaction, although there may be times when we cannot do what you require.

Appeals

If you are dissatisfied with the response to your complaint you can make an appeal to the **Managing Director, Gareth Carter** (gareth.carter@momentumgroup.org.uk) who will review the response and reach a final outcome within 20 working days.

Information with how to take the complaint further will be provided if the learner remains dissatisfied with the response from Momentum.

Improving our service to you

Our HR Assistant will record all compliments, comments, and complaints and analyse monthly all feedback received and review how our policies, procedures and process can be improved. Informal and formal complaints will be logged on an internal Complaints Log to monitor speed of resolution and trends.

Policy Review

The policy will be regularly reviewed by the SMT and also in relation to any legal changes, law updates or new legal precedents.