



## Customer Complaints and Compliment Policy and Procedure

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## Introduction

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PeoplePlus is committed to providing the best possible service that we can. We hope to make your experience with PeoplePlus or our partners an excellent one and we welcome your comments, suggestions and details of satisfaction regarding your experience of the Company. However we recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers with regard to their satisfaction or dissatisfaction with the service they have received. Accordingly, we have developed a Customer Complaints and Compliments Policy which explains our broad approach to the handling of all complaints and positive feedback and also provides clear information on how complaints will be handled.

## Aims

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We aim to ensure that all complaints are dealt with seriously and impartially and are responded to promptly, regardless of the nature of the complaint. We will draw on information received from customer comments and complaints to improve our services and products.

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.
- Ensure that our Customer Complaints and Compliments Policy is clearly communicated to our customers.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Co-operate with Jobcentre Plus, the Department for Work and Pensions, Scottish/Welsh Government, Skills Development Scotland, Local Authorities and the Education and Skills Funding Agency (ESFA) as appropriate with regard to joint complaints made directly by our customers or through their Member of Parliament.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Evaluate positive feedback and compliments to spread best practice across our delivery sites (including partners).

### What is a complaint?

A complaint is when a customer expresses dissatisfaction verbally or in writing with an action, decision or service provision and PeoplePlus is required to provide a formal response.

*N.B. Customers who have not received a delivery service from PeoplePlus (or its partners) within the previous 3 months will not be able to submit a complaint for investigation.*

### Who is a customer/learner?

A customer/learner is anyone to whom PeoplePlus (or its partners) provide a service and give information, advice and guidance through any one of PeoplePlus contracts we deliver.

Those wishing to make a complaint, who do not come under the definition of a learner, for example other stakeholders or members of the public, e.g. employers who have made an initial complaint or comment that has not been resolved to their satisfaction at the first point of contact can also escalate their complaint further. This should be done by writing, providing details of the complaint to Customer Services, PeoplePlus, Unit 9, Waterside Court, St Helens Technology Campus, St Helens, Merseyside, WA9 1UA, expressing their wish to escalate the complaint further.



## How to make a complaint

Verbally

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- Contact the centre that you have attended or office you have had dealings with and fully explain your concerns.

In writing:

- Complete a 'Compliment, Comment or Complaint' form and place this in the collections box (these are based in the reception area at each centre).
- Email to [Customer.Services@peopleplus.co.uk](mailto:Customer.Services@peopleplus.co.uk)
- [Through our website: http://peopleplus.co.uk/feedback-complaints](http://peopleplus.co.uk/feedback-complaints)
- Write a letter for the attention of the Local Manager at the centre you attend.

### Who will deal with your comments or complaint?

We aim to resolve most issues locally at the first point of contact. The member of staff who initially receives a communication directly from a customer or learner is empowered to 'own' the comment or complaint and see it through to resolution. He or she may have to liaise with other colleagues to gather the necessary information to respond effectively to the customer/learner.

In some cases customers/learners may receive the response to their comment or complaint from the person or department who is responsible for that aspect of our work. Where customers/learners who are participants on our contracted programmes have made an initial complaint or comment and this has not been resolved to their satisfaction at the first point of contact, they may take the complaint further.

### Single Point of Contact

All complaints sent by email or post to our central office will be initially received by the Customer Services Team, who will act as a single point of contact. The complaint will then be directed to the appropriate staff member, determined by the stage and provision which the learner has raised their complaint about, for investigation and response.

All compliments and complaints are logged either by the Customer Services Team or Operational staff and issued with a unique reference number in order to track complaints through the stages. Any correspondence received relating to the complaint is uploaded to the customer's record on the relevant CRM system.

### What we will do

We will aim to investigate and respond to your complaint within the timeframe stated on our complaints process attached. This is the same for verbal and written complaints. Where this is not possible for some reason, we will send you a written acknowledgement and advise you of the expected timescales required.

When things have gone wrong we will do our best to resolve matters quickly and fairly. We will explain what went wrong and why, apologise when it is appropriate, and take action to remedy the situation as soon as possible.

All customer comments and complaints are reviewed carefully and recorded at all stages, added to a wide range of internal and external measurements of our service performance and used to collate data of your perceptions and experiences.

### Compliments and Suggestions

We are always pleased to receive compliments and suggestions about the service we provide. These can be made by using any of the following options:

- Speaking directly to the staff you have been dealing with.
- Completing a 'Compliments, Comments and Complaints' form.
- Email to [Customer.Services@peopleplus.co.uk](mailto:Customer.Services@peopleplus.co.uk)



- [Through our website: http://peopleplus.co.uk/feedback-complaints](http://peopleplus.co.uk/feedback-complaints)



- Completing customer satisfaction surveys when requested.

### **Monitoring and Review**

We will regularly review the complaints and compliments we receive to identify any trends and make changes to our organisational processes as a result.

We will keep our customers informed of any improvements made to our service resulting from customer feedback through “You Said We Did” posters and statements displayed on branch noticeboards and through Learning Assistant Portfolio for our Skills learners.

We will review our Customer Complaints and Compliment Policy at regular intervals.

### **Equal Opportunities**

Customers have a right to express dissatisfaction with the services they receive from PeoplePlus. Customers using this policy can expect to be treated fairly and without discrimination.

### **Procedure**

- Complaint Procedure A - Department for Work and Pensions (DWP) Contracts
- Complaint Procedure B - Education & Skills Funding Agency Contracts
- Complaint Procedure C - Scottish Government Contracts
- Complaint Procedure D - Local Government Contracts – Independent Living Services
- Complaint Procedure E - Local Government Contracts – Carer’s Hub
- Complaint Procedure F - Apprenticeships (Lloyds Banking Group)
- Complaint Procedure G - Welsh Government Contracts
- Complaint Procedure H - Skills Development Scotland Contracts

These processes can be found on the PeoplePlus Hub [Here](#)

