

# Learner and Employer Complaints Process and Procedure



## Introduction

As an organisation that pride themselves on customer satisfaction levels, all customers' views are both welcomed and valued, whether the feedback may be of a positive or negative nature.

We understand that on occasions issues can occur. However, ISA aim to fully resolve any customer complaints in a timely manner with a positive outcome for all.

Through the implementation of this procedure we strive to do the following:

- Make it easy for customers to raise complaints via two simple procedures which all customers can follow
- Listen to customer complaints
- Resolve customer complaints to ensure positive outcomes and customers are satisfied
- Learn from customer complaints to improve customer satisfaction levels

## Raising a complaint

On the occasion that you may wish to make a complaint there are two processes you could follow. These can be found below:

For general complaints that do not include issues that directly involve ISA's allocated Training Consultant, please follow process one.

For all other complaints, including Job Growth Wales, please follow process two.

## Process One – General complaints

When making general complaints please follow these steps:

1. In the first instance contact your appointed Training Consultant via telephone or email; both of these contact details can be found either by calling ISA's head office on 0845 301 8660 or on your E portfolio. Alternatively, all staff email addresses can be found on ISA's website [www.isatraining.co.uk](http://www.isatraining.co.uk)
2. If you are not satisfied with the outcome of step one, please contact the staff member's Line Manager Via telephone or email; both of these contact details can be found either by calling ISA's head office on 0845 301 8660, reference can be made to the above website. Alternatively, please contact ISA's head office on 0845 301 8660 to be called back by the relevant Line Manager.
3. If you are not satisfied with the outcome of step 2, please contact ISA's head office who will forward you to, or arrange a call back from, the relevant Head of Department. If, after this step, you are not happy with the resolution and you would like to pursue your concerns further, please follow ISA's formal complaints procedure (appendix A).

## Process Two – All other complaints

When making any other complaints please follow these steps:

1. If your complaint is Job Growth Wales related, in the first instance please contact ISA's head office, on 0845 301 8660 or alternatively e-mail your concerns via ISA's website, [www.isatraining.co.uk](http://www.isatraining.co.uk)
2. If you are not satisfied with the outcome of step one or if your complaint is not Job Growth Wales related, please contact the staff member's Line Manager Via telephone or email; both of these contact details can be found either by calling ISA's head office on 0845 301 8660. Alternatively, please contact ISA's Head Office on 0845 301 8660 to be called back by the relevant Line Manager.
3. If you are not satisfied with the outcome of step 2, please contact ISA's head office who will forward you to, or arrange a call back from, the relevant Head of Department. If after this step you are not happy with the resolution and you would like to pursue your concerns further, please follow ISA's formal complaints procedure (appendix A)

## Appendix One

### Formal Complaints Process

Any complaints that have not been resolved to your satisfaction by following previous guidance, please follow the steps below to log a formal complaint:

1. Document your complaint in writing highlighting the main grounds for your complaint and forward the relevant information to Berni Tyler, Managing Director, within 20 working days of the occurrence causing the complaint.

Berni Tyler  
Managing Director  
ISA Training Ltd  
1st Floor  
31 Old Field Road  
Bocam Park  
Pencoed  
Bridgend, CF35 5LJ  
Tel: 0845 301 8660  
Email: [berni.tyler@isatraining.co.uk](mailto:berni.tyler@isatraining.co.uk)

2. Receipt of the complaint will be sent within 7 working days of the complaint being received.
3. The complaint will be investigated by the Managing Director and the Senior Management Team to endeavour to resolve the problem.
4. The Managing Director will respond in writing within 20 working days with the outcome of the complaint and suggested solutions.