



Complaints Policy.

Objective:

To provide a consistent and non threatening methodology and system that allows customers to complain should the need arise. This system will be easy to follow and understand with the complaints logged used to inform developments to our programmes and services.

Policy:

- 1) All staff and learners will be advised through their employment and programme induction of the atl complaints procedure. Client companies are also advised through the signing and exchanging of the atl programme agreement.

- 2) The procedure in place will be issued as part of the client company sign up, staff and learner induction pack which will become the property of the internal or external customer. When issued understanding will be checked through on-going client review meeting and for staff and learners through the completion of an induction checklist.

- 3) All internal and external customers are responsible for following the complaints procedure should the need arise.

- 4) When dealing with complaints staff are responsible for ensuring they follow the procedure to ensure no further complaints are generated for not following the appropriate protocol.