

# **INTROTRAIN & FORUM LTD (IFL)**

*Education and training*

## **Complaints procedure**

Introtrain aim to provide a high-quality service to all of its customers, learners, parents, employers, stakeholders and the wider community. Introtrain seek the views of their customers through quality questionnaires and surveys to ensure continual improvement and take complaints about our work, staff and levels of service very seriously. In the first instance, we would attempt to resolve any complaint informally. In the event that the complaint could not be mutually resolved, it should be escalated to a formal complaint.

### **Informal Complaint**

If you wish to make an informal complaint, please contact either:-

Rebecca Manger – Training Director or  
Becky Abbott – Operations Director  
on 01865 793196 or email  
[rebecca@introtrain.com](mailto:rebecca@introtrain.com) or [becky@introtrain.com](mailto:becky@introtrain.com)

Please provide full details of your complaint so that it may be investigated in full. Please also provide details of any attempts already made to resolve the complaint and who you have already spoken to. All effort will be made to resolve your complaint informally. However, if you do not feel that the complaint was satisfactorily resolved you may issue a formal complaint.

### **Formal Complaint**

To issue a formal complaint please write a clear and detailed description, on the following complaints form, of what your complaint is about and submit your complaint, with copies of any correspondence related to the complaint, to:-

Carolyn Howard – Managing Director and/or  
Jane Colleton – Financial Director and/or  
Becky Perkins – Operations Director and/or  
Rebecca Manger – Training Director

at Introtrain & Forum Limited  
11 Kings Meadow  
Ferry Hinksey Road  
Oxford  
OX2 0DP

Please provide your email or postal address so that we can respond formally.

## **Confidentiality**

All information provided in respect of a complaint will be kept in the strictest confidence and only disclosed to persons who need to be involved in order to complete the investigation.

## **What happens next**

When we receive a complaint, we will acknowledge receipt within 3 working days and provide details of the anticipated timescale.

The complaints process has 3 stages:

- Stage 1 – formal complaints are investigated by the Director responsible for the relevant department
- Stage 2 – the Director will investigate and interview all relevant parties
- Stage 3 – the Director will respond to the complainant, detailing the outcome of their investigation and provide details of action taken to resolve the complaint.

It is anticipated that all complaints will be responded to in full and/or resolved within 28 working days.

## **What to do if you are not satisfied**

If you are still not satisfied with the response that you have received, you may escalate your complaint to another Director of Introtrain & Forum Limited whose decision will be final.

If you are still not satisfied with the response, and if the matter relates to a government programme, an appeal of the decision should be passed to either the Education and Skills Funding Agency (ESFA) at [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk).

Reviewed annually

Updated 09.06.2022 by Jane Colleton



## COMPLAINTS PROCEDURE FORM

**Name** .....  
*(if you are completing this form on behalf of someone else, please give the name and address of the person making the complaint)*

**Address** .....

.....**Post code** .....

**Tel. Number**..... **Mobile**.....

**Employer** ..... **Main Contact Name** .....

**Tel. Number**..... **Mobile number**.....

**Is your complaint a formal/Informal complaint about a person /company** *please circle appropriately*

**Date of complaint** ..... **Name of Introtrain contact** .....

**Please describe your complaint and the person/company you wish to complain about below :-**

**Please describe actions you have taken to resolve the issue so far (if any) ?**

**Please indicate what action you would like to be taken in addressing this complaint**

**Have you had contact regarding your complaint from Introtrain or Employer**

**DECLARATION PAGE**

**The information provided on this form is accurate to the best of my knowledge. I authorise Introtrain to disclose this complaint information only in connection with the investigation of my complaint and otherwise to keep all information confidential.**

**Complainant Signature..... Date .....**

**Introtrain Signature..... Date .....**