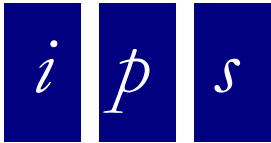


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| <br><b>INTERNATIONAL</b> | SOP-IPS-015  | Rev:<br>7.0      | Valid until:<br>01/09/2025 |
|   | <b>Policy &amp; Procedure for Complaints and Feedback from Customers</b> |                  |                            |
| Author or latest reviewer name  | Shannon King   | Date: 01/09/2023 |                            |
| Authoriser name   | QSIM   | Date:            |                            |

## Scope

The aim is to ensure that any complaint, compliment, suggestions, or examples of good practice are recorded and dealt with fairly and proportionately.

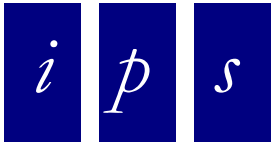
## Objectives/Policy

Our statement of general policy is:

- To be receptive to genuine complaints and other feedback
- To deal with complaints promptly, fairly and proportionately
- To take remedial action on complaints that ensure non-recurrence and improve our services
- To diligently investigate, review, report and resolve complaints.
- To ensure that confidentiality and data protection is maintained for all participants at each stage
- To have an appeals procedure and explain that when reporting a complaint resolution
- To ensure that our complaints and other feedback procedure is easily accessible
- Some complaints may have a more appropriate form of investigation or redress by other bodies and in such cases, we will fully co-operate with that body
- We reserve the right not to investigate complaints that we consider as vexatious or made with malicious intent.
- We will consider and investigate all complaints, but we may limit our investigation of complaints made after a substantial amount of time or where we cannot reasonably come to a resolution.
- We will maintain a data record of each complaint to help improve our services
- Where the other feedback is a compliment or testament to our services
  - Verify that the compliment is justified
  - Ensure that it is attributed to the complimenting person or organisation
  - Ensure that the compliment is known to the individual providing the service
  - We will make a data record for use as good practice case study
  - Use it as evidence to our auditors and external verifiers
  - We may ask to use such material in an electronic format such as social media

IPS International Ltd (IPS) recognises that complaints, compliments, suggestions or examples of good practice are important to all our employees and that it is the responsibility of the Board of IPS to do everything that is reasonably practicable to ensure customers value and are satisfied with our services.

In recognising its responsibility to customers and employees, contractors and the general public the company also expect acceptance of all employees that it is their personal responsibility to do all that is practicable to safeguard the reputation of the company and that of their colleagues.

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## Responsibilities

All IPS staff have a responsibility for recording any complaint, compliment, suggestions or examples of good practice whether it is supplied by direct contact, telephone, e-mail etc.

IPS will investigate all complaints and will co-operate with other bodies that may need to be involved such as exam awarding bodies.

IPS will respond and give feedback to a complainant and act to resolve a complaint where it can do so.

Complaints, compliments and good practice feedback will be discussed as an agenda item at the Senior Management Team meetings.

There are specific confidentiality issues to take note of when dealing with complaints, details below.

## Records

Complaints details will be held in a dedicated file, which can only be viewed by the Directors, in the following location N:\IPS Senior Managers\1\_Complaints\_Disputes.

Compliments will be held in a dedicated file which is available to all staff in the following location N:\IPS Business\25\_Compliments.

Complaint acknowledgement letter.

Complaint outcome letter.

## Definitions

### Feedback

Feedback is the term used to describe all formal complaints, compliments, suggestions or examples of good practice received directly from a customer or learner, or a third party on behalf of a learner.

### Complaint

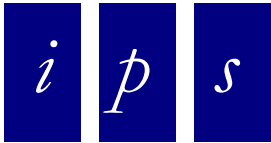
A complaint will be taken as any expression of disagreement in the way any aspect of our training or service is provided.

### Compliment

A compliment will be taken as any significant expression that training or service has been provided better than expected or better than a competitor.

### Good practice

An example of good practice is anything provided which may be an example of improvement on the current method or any new proposals or where service by an employee has been commended favourably by a customer or learner.

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## Procedure

### 1.0 Complaints Procedure

A complaint will be taken as any expression of disagreement in the way any aspect of our training or service is provided.

A compliment will be taken as any significant expression that training or service has been provided better than expected or better than a competitor.

An example of good practice is anything provided which may be an example of improvement on the current method or any new proposals or where service by an employee has been commended favourably by a customer or learner.

Complaints, suggestions, compliments and or examples of good practice will be dealt with immediately they are received. They must be recorded by the person on the appropriate form (Complaint or Feedback) on the dedicated file on the computer noting – name, address and telephone number of person or company making complaint or providing information together with full details of complaint, suggestion, compliment or examples of good practice.


For reasons of confidentiality details of complaints will be accessible only to Senior Managers and Directors. Complaints details will be held in dedicated file in the following folder: N:\IPS Senior Managers\1\_Complaints\_Disputes where they can be viewed by members of the SMT only.

Immediately upon receipt of a complaint we will acknowledge so the person knows we are dealing with it either by letter or email. *See the standard text letter and guidance to the complainant.* If the complaint relates to a member of staff, the relevant senior manager must report to the appropriate Director. All complaints must be investigated, reviewed and resolved by the occupational area Senior Manager and copied to the Director responsible for that occupational area. Any proposal made to deal with any immediate issue/problem must be notified to the Director.

#### Third party complaints

The Senior Manager must consider who the complainant is and what the complaint is about. If the complainant is a third party (e.g. an employer or a parent) complaining on behalf of a learner, we will still accept the complaint, but the feedback provided to the third party will be limited. In the case of a third-party complaint it should be established (either verbal or written) whether the learner wishes to continue the complaint. If the learner does not want to pursue the complaint the Senior Manager must consider the nature of the complaint and may decide to continue to investigate, review and resolve it.

When the investigation is completed the Senior Manager will prepare a summary response and advise the customer that the complaint has been dealt with. The Senior Manager and if required a Director will identify responses that can be communicated to the complainant and summarise these in a written response. *See the standard text response and advice on an appeal letter.* In compiling

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the summary response, the Senior Manager will have regard to whether the complainant is the learner, the employer, relative or other third party.

For reasons of confidentiality regarding IPS employees the person who brought the complaint to our attention has no right to know whether disciplinary action against an IPS employee has or has not occurred. The complainant needs to know that we have dealt with the complaint but not what we may do about it. The guidance we should give is that ***“the matter has been dealt with correctly and appropriately following company procedures”***.

The response to the complainant MUST have an explanation of a method of appeal. An appeal may be made to the Senior Manager or a Director of the company.

The original complaint, the investigation notes and the summary outcome will be stored in the complaint folder. Any other documents, relevant to the complaint will also be stored in the same location. If a Senior Manager is unsure of any legal issues concerning a complaint, advice must be sought from a Director.

The objective with a complaint is to resolve the individual complaint fairly, proportionately and as quickly as possible. Ideally it should be resolved within 5 working days.

A complainant who wishes to challenge or is dissatisfied with a complaint outcome may within a reasonable time appeal to have it further reviewed.

Any longer-term change in procedures or continuous improvement actions should be made in such a way that they avoid future complaints of a similar nature.

## 2.0 Compliments and Good Practice Procedure

When information is received about compliments, suggestions or examples of good practice, the person receiving it is responsible for entering clear details on feedback log.

The document is held in a dedicated file in the following location

N:\IPS Business\25\_Compliments and is available to all staff.

Where a suggestion/example of good practice is received, the Senior Manager will be notified. After discussing the suggestion/example with the members of the Quality Systems Improvement Group (if relevant) the suggestion/example will be either accepted or rejected. The Senior Manager will advise the person suggesting or offering the example of the outcome and the reasons for either accepting or rejecting it. The Senior Manager will record all information it on the compliment form. If the compliment/example of good practice is relevant to a member of staff, that staff will be contacted by email by their senior manager and praised for the good work.

The objective with a compliment is to spread the word within IPS and to determine whether it can be used or attributed to boost IPS or if it can be used to improve the service.