

Analytics Training Complaints Policy

Analytics Training is committed to providing a quality service for its clients and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can ensure that we are improving our service is through listening and responding to the views and feedback of our clients, customers and stakeholders, and by responding promptly and positively to complaints.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- To publicise our complaints policy so that people know how to contact us to make a complaint.
- To ensure everyone at Analytics Training knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Analytics Training. Complaints may come from any individual or organisation who has a legitimate interest in Analytics Training, including the general public if something is perceived to be improper. A complaint can be received by email or in writing – please see our contact details on our website.

Responsibilities

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly.
- Keep matters low-key.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

It is Analytics Training's responsibility to:

- Acknowledge formal complaints in writing.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

It is the complainant's responsibility to:

- Bring their complaint to Analytics Training's attention by email or in writing within eight weeks of the issue arising.
- Explain the concern as clearly and as fully as possible, including any action taken to date.
- Allow Analytics Training a reasonable amount of time to deal with the matter.
- Recognise that some circumstances may be beyond Analytics Training's control.

Overall responsibility for this policy and its implementation lies with the directors of Analytics Training.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Analytics Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality, with each complaint judged on its own merit. Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting

All complaints are recorded in a complaints log. The record includes the date of the complaint, the complainant's name and address/contact details unless they wish to remain anonymous, the form of it (i.e. in writing or verbal), who received it, what the details of the complaint were, and what action was taken, by whom and on what timetable.

Complaints are reviewed annually to identify any trends, and policies and procedures are reviewed if appropriate.

Formal Complaints Procedure

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Analytics Training's directors within five business days. Complaints should be given via email or in writing. Details of the complaint should be set out, the consequences for the complainant as a result and the remedy being sought.

If the complaint has not already been resolved, a director should delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Complainants should receive a definitive reply within a month. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. All complaints should be recorded in Analytics Training's Complaints Log.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by a company director. Complainants can expect the Directors to acknowledge the review request within 5 working days of receipt and a response within 28 working days. The company directors may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the directors decide it is appropriate to seek external assistance with resolution.

External Stage

If the complainant is not satisfied with the handling or outcome of the complaint, they are entitled to complain to an external organisation or regulator at any stage. More information about how to complain to can be found here: <https://www.ombudsman-services.org/>

Variation of the Complaints Procedure

Analytics Training may vary the complaints procedure in order to avoid a conflict of interest, for example, if a complaint is made about a company director, the member in question should not be involved in a Stage Two review. Analytics Training's aim is to resolve all matters as quickly as possible.

Policy Accepted: November 2022

Policy Review Due: November 2023