

Complaints Policy & Procedure

Policy Owner:	Robert Kingswood
Policy Version:	1.3
Date of Policy Implementation:	1st July 2022
Date of Last Review:	24th January 2024
Next Scheduled Review:	24 th January 2025

Policy in Place:

CST Training has a formal Complaints Policy in place to manage and resolve complaints effectively and fairly.

Review and Currency:

This policy is current and has been reviewed on the date provided above to ensure it complies with the latest standards and best practices in education and training.

Purpose of Policy:

The purpose of this Complaints Policy is to outline the process by which complaints from learners, staff, or other stakeholders are handled by CST Training. It ensures that all complaints are dealt with promptly, fairly, and with sensitivity.

Communication, Training, and CPD:

- This policy is communicated to all staff at CST Training through initial training and regular CPD sessions.
- Staff are trained in the procedures to follow when a complaint is received and are informed about the importance of confidentiality and the protection of all parties involved.

Complaint Procedure - Stage One

Where possible you should make your initial complaint or feedback directly to the person you have been dealing with within CST Training. If you can't direct your initial complaint/feedback to an individual at CST Training please email feedback@csttraining.co.uk with details of your feedback and complaint and we will aim to respond to you appropriately to resolve the issue.

If this step does not resolve your complaint/issue you may wish to progress to Stage Two – Formal Complaint.

Complaint Procedure - Stage Two – Formal Complaint

A Formal Complaint must be made via email to ensure the matter can be properly considered. Any complaint made via telephone will need to be followed up in writing as an email. Dissatisfaction or criticism expressed on social media will not be treated as a complaint until the contributor has engaged directly with CST.

In making a Formal Complaint, you should aim to include:

- Your reason for making a complaint, providing a clear description of your experience and what outcome you would like to see;
- The service or department of CST your complaint relates to, including the name(s) of the person(s) you dealt with if known;
- If this is your first complaint or if it relates to a previous case; and
- Your contact details, including telephone number and email address.

You should send your Formal Complaint to: [**feedback@csttraining.co.uk**](mailto:feedback@csttraining.co.uk)

How CST will handle your Formal Complaint

We will acknowledge your Formal Complaint within three working days and in most cases provide you with a full response within ten working days. If we are unable to provide a full response within this time frame we will give you:

- Details of the progress made; and
- The revised timeframe by which we aim to respond to your Formal Complaint.

How to Appeal

If you are not satisfied with the response to your Formal Complaint you have the right to appeal within ten days of the date we responded to your Formal Complaint.

Your appeal should be in writing, set out the basis for your appeal and be sent [**feedback@csttraining.co.uk**](mailto:feedback@csttraining.co.uk).

You should provide a clear subject line containing the following: "APPEAL-CEO-'Initial complaint date'"

Your appeal will be considered to assess whether there is a rationale to warrant a further review of the Formal Complaint.

If it is accepted that the matter needs further consideration the matter will be passed to an Executive Director, a Senior Manager from the relevant area and if appropriate a Board or Committee member. In most cases a response to any Appeal will be provided by the CCP within 21 working days from the date the Appeal is received.

Protected Disclosures and Confidentiality

- All complaints are treated with the utmost confidentiality. Details of the complaint will only be disclosed to those necessary for the investigation and resolution of the complaint.
- CST Training assures all complainants that any concerns raised will be treated as protected disclosures, and they will not suffer any detriment as a result of raising a complaint in good faith.

Declaration:

This policy is endorsed by CST Training and asserts our commitment to addressing all complaints with the seriousness they deserve.

Approval:

Signed	Dan Fuller
(Print Name):	Dan Fuller
(Position):	Head Of Compliance & Corporate Governance
Date:	24/01/2024