



**City &
Guilds**

COMPLAINTS POLICY



Level 3 Diploma in Dental Nursing (integrated)

Dentrain Professionals Ltd

info@dentrain.net





Our Commitment

Dentrain Professionals Ltd are committed to ensure Learners and Employers are receiving an excellent service. If there are any concerns, we would like to be informed to resolve and improve services being delivered.

Dentrain Professionals Ltd take all complaints very seriously and all complaints will be investigated and dealt with promptly. We commit to ensuring where possible to act and reduce the likelihood of a reoccurrence of a concern / complaint raised.

Dentrain Professionals Ltd will ensure that any information received from complainants is kept private and confidential, processing information in accordance with our GDPR / Data protection and Privacy Policy. Any records containing sensitive information and/or identifying the complainants will be kept secure and confidential for the required retention period and will then be disposed of in a secure manner after 3 years.

At Dentrain Professionals Ltd, we aim to ensure that:

- making a complaint is as easy as possible
- we treat your complaint seriously
- will deal with legitimate complaints in a fair, prompt, and objective manner.
- we learn from complaints and use them to review and improve our service

Complaints will be dealt with without accusation and learners/employers will not be disadvantaged by raising a complaint. Dentrain Professionals Ltd will be fair in the treatment of all those who complain irrespective of age, gender, ethnicity and disability.

What is a complaint?

The complaints procedure deals with complaints that may arise from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, coaching, tutoring, assessment, feedback on progress and apprentice support during learning programmes.
- Incorrect or misleading information about services provided by Dentrain Professionals Ltd.
- Unacceptable actions or behaviour from Dentrain Professionals Ltd staff.



Contact of the Complaints Officer

A complaint will be dealt with by the company Director and can be made:

In writing to:
Dentrain Professionals Ltd
Bridge Place, Rear of Bridge Street
Bolton
BL1 2EA

By email to info@dentrain.net or direct zoe@dentrain.net

By telephone on 01204 528652 or 07809 398984

Complaints procedure time frame

- 1 We will investigate the complaint within 5 days of the initial receipt of the complaint.
- 2 We will action the complaint within 10 working days of the receipt of the complaint.
- 3 We will respond within 14 working days from the initial complaint.



How to raise a complaint

In the first instance, complaint should be tried to be resolved informally with the allocated Trainer or employer. Trainers will take any concern seriously and will take immediate steps with the support of management to resolve.

If after this, the complaint is still unresolved: you may rise your complaint with the complaints Officer Zoe Gee, remembering to send copies of all correspondence relating to your complaint. Please ensure you provide us with any relevant information, your full name, contact details, course attending/applying for, place of work.

You must give a clear reason for the complaint, with the main concerns set out and supported by examples.

You will receive an acknowledgement to the complaint within 5 days by email.

We will try to contact you by telephone to discuss your complaint. The purpose of this call will be to clarify the issues you have raised, including whether the complaint is about judgement, conduct or maladministration. We will also seek to ensure that as far as possible there is sufficient evidence available to support a full investigation. The telephone call will not be used to mediate or agree an outcome in respect of any aspects of the complaints. We will make a record of the initial telephone call and include a summary of the issues discussed and agreed in the final-outcome letter.

Procedure

- All complaints must be documented on the Complaints Log (separate document). The full complaint must be documented from start to finish.

- The Complaints Officer, Zoe Gee, will not have had any involvement in the complaint prior to its reporting. If Zoe Gee has been an active participant in the nature of the complaint, then another Manager will deal with the investigation namely Michelle Porter.
- Complaints should be made up to 30 days from the incident or date a report is published. Where there is good reason, we will look at complaints up to three calendar months from the complaint.
- Dentrain Professionals Ltd aims to resolve complaints by carrying out a discussion between the complainant and the appropriate member of staff.