



## ioda Complaints Procedure

### Formal Complaints Procedure

Clients and our learners have the right for individual or group complaints/grievances to be investigated and action taken to remedy any defects. **ioda's** Complaints Procedure is based on three principles.

- That any complaint should, wherever possible, be settled as near to the point of origin as possible
- That clients or learners have the right to be accompanied by another person, whether learner, employer, friend or colleague if they wish to deal with the issue in person and not in writing
- That all complaints will be treated seriously and action taken within a reasonable time scale.

Clients or learners wishing to raise a complaint should do so in the first instance with their trainer or the person they are dealing with. The trainer or member of staff will then endeavour to resolve the matter within 24 hours of it being brought to their attention. If they are unable to resolve it, they may immediately escalate as below.

If a Client or Learner is not satisfied with this outcome, they may request a meeting with our Head of Training and Operations and inform them of the grievance in writing. They will then endeavour to resolve the matter. It is agreed that such written complaints will be dealt with promptly within seven days if possible.

If the Client or Learner is still dissatisfied following the above stages, they may request a meeting with the Chief Executive, Sean Stokoe, or inform him of the complaint in writing in order to pursue the grievance further.

Clients and learners also have the right to contact Sean Stokoe directly and speak to him in person at any time if they feel they would prefer to deal with it in this way instead of in writing.

### Conclusion

We want to reinforce that our aim is to deal with complaints quickly, fairly and sympathetically, therefore ask delegates to not hesitate to inform us of any problems they encounter.

Further information about **ioda's** Complaints Procedure or any other issue relating to quality of service can be obtained from Chief Executive, Sean Stokoe or our Head of Training & Operations, Lisa Reynolds

Reviewed by: Sally Dale

A handwritten signature in blue ink, appearing to read "Sally Dale", positioned above the printed name "SALLY DALE".

SALLY DALE

Sean Stokoe

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Review date: Feb 2022