



Complaints Procedure

Definition

A complaint is

“a statement that something is unsatisfactory or unacceptable. It may be made verbally or in writing.”

Introduction

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.

Formal Complaints Procedure

Clients or learners wishing to raise a complaint should do so in the first instance with their trainer, coach, or the person they are dealing with. The trainer, coach, 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 the complaint does not require escalation, this will not be logged in the central Service Recovery Log. If the complaint is escalated, the manager will enter the complaint into the log and will manage it through either to conclusion or until it is handed to another manager, who will manage it through moving forward.

If a client, or learner is not satisfied with this outcome, they may request a meeting with our Head of 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 Managing Director or inform them of the complaint in writing in order to pursue the grievance further.

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

Service Recovery

Service recovery is the process by which organisations react to and recover from a poor customer experience. Initiation of service recovery typically originates from direct customer complaints, social media messages, customer surveys and employee insights.

Process

The service issue will be captured by an individual, as per the Complaints Process, in the Service Recovery Log, stored on SharePoint.

It will be reviewed by the Operations Manager or the Head of Operations to ascertain the effect of the complaint and who has been affected by it. Following this review, a resolution, or service recovery plan, will be devised. This will never take the form of financial recompense.

Levels of responsibility

Where the complaint is of a level that the member of staff feels empowered to develop a service recovery plan, such as providing additional support to the complainant, this will be undertaken without escalation.

Where the complaint requires escalation, the member of staff is advised to bring the Head of Operations or any of the managers into the process. These members of staff will develop a service recovery plan to mitigate the issue.

Where additional support from the Directors is required, this can be sought by either the senior staff or directly by other members of staff to the Director, if the other managers are unavailable.

The philosophy of openness, honesty and, where appropriate, accepting responsibility and providing reparation is a key process.

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Conclusion

We want to reinforce that our aim is to deal with complaints quickly, fairly and sympathetically. Therefore, we ask learners not to 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 the Managing Director, Lisa Reynolds, or our Head of Operations, Helen Pickup.

Our Policy is reviewed annually following our Quality Calendar and is authorised by our Director.

Reviewed by:



Lisa Reynolds

Last review date: October 2025

Next review date: November 2026

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Change log

Date & version	Changes made
30/06/2021 V2021	<ul style="list-style-type: none">• Addition of change log• Addition of last review date• Addition of an introduction• Addition of review process and timing• Addition of definition of a complaint• Addition of Service Recovery Log
23/02/22 V2022	<ul style="list-style-type: none">• No change
27/02/23 V2023	<ul style="list-style-type: none">• Change of role title from IDM to BDM
10/09/24 V24	<ul style="list-style-type: none">• Removal of Sally Dale and Sean Stokoe and replacement by Lisa Reynolds• Updating of roles to Managing Director