



# Pilot Complaints Policy

## Policy statement

Pilot are committed to providing the best possible service that we can. We recognise that sometimes our learners, participants or employers will feel that they have cause to complain about the service they have received.

We encourage all feedback from all stakeholders, learners, participants and employers (clients), including complaints, and have developed a Complaints Policy and an associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

## Aims

Pilot aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our clients when they go wrong
- Keep our clients informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our clients of their right to appeal if they remain dissatisfied

Pilot's Complaints Policy and associated Procedure will be readily available to clients from initial engagement. Together, they detail how to make a complaint and the timescales for a response from Pilot.

## What is a complaint?

A complaint is when a client tells us that they are not happy with something that we have done or not done, and we have not put things right.

## Who is a client?

A client is anyone who is engaged with Pilot either as a learner, participant, employer or third-party stakeholder to request a service, or is in receipt of a service.

## How can a complaint be made?

Any client wishing to make a complaint can do so by phone, e-mail, website or letter.

## What is the process for making a complaint?

The process for making a complaint is detailed in the Complaints Procedure below.

## Monitoring

Pilot is committed to continuous improvement in service delivery.

Our Service Standards for complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the published timescales and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will review our Complaints Policy at regular intervals.

## **Responsibilities**

The Management Team are responsible for developing and encouraging good customer care handling practice within their teams.

Compliance with Complaints Policy is the responsibility of all members of the Company who deal with clients.

## **Communication**

Our Complaints Policy is displayed in our centres and is covered with all learners as part of their course enrolments. A copy can also be found on our website and within the learner handbooks.

Training will be provided for staff to ensure awareness is raised and that staff have a clear understanding of what is a complaint and their responsibilities.

## **Equality & Diversity**

Clients have a right to express dissatisfaction with the services they receive from Pilot and when using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspects of equality.

## **Procedure**

If you are unhappy with the service provided by Pilot - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself.

We promise to take your complaint seriously and treat it as confidential.

We also aim to resolve your complaint as speedily as possible.

Please note - If you have a complaint about any decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use our **appeals procedures**, which we can advise you on.

For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services.

We use the information you give only to improve things, passing on personal information about you is protected by the Data Protection Act.

## **Process**

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately.

### **Stage 1**

An informal complaint can be made verbally to a tutor/assessor or coach.

The trainer/assessor or coach should discuss the complaint with the learner/client and attempt to agree a way forward or agree a solution that suits both parties.

Learners/clients should allow the trainer/assessor or coach sufficient time to investigate or remedy the complaint raised where required to understand the facts and facilitate a solution.

Learners/clients should voice their complaint within 10 working days of the issue with which they are dissatisfied.

## Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners/clients, or if learners/clients feel that they cannot make an informal complaint to their trainer/assessor or coach, the complaint should be submitted in writing to:

Personnel Training and Development Manager  
Pilot  
Unit 5  
Coombs Wood Court  
Steel Park Road  
Halesowen  
B62 8BF

Learners/clients should provide a detailed account of their complaint.

The Personnel, Training and Development Manager will confirm receipt of the complaint within 10 working days and outline the course of action to be taken.

The Personnel, Training and Development Manager will discuss the matter, as appropriate to be able carry out an investigation, which will involve all the relevant personnel, and will write to the learner/client within 20 working days with their findings and a decision as to whether the complaint was found to be justified.

At any stage, you can register a formal complaint by telephone using our office number – 0121 794 0230 or by email using [enq@pilot-uk.com](mailto:enq@pilot-uk.com)

Give as much information as you can, including times, dates, places and names.

You will get a first response within 10 working days of receipt of your complaint, and a further response within 20 days.

## Version Control

Policy Date	Version	Person Responsible	Policy Change
Mar 2017	1	Shirley Griffiths	Implementation
Mar 2018	2	Shirley Griffiths	Annual Review
Mar 2019	3	Shirley Griffiths	Annual review
Jul 2019	4	Hester Holland	Review and update
Feb 2021	5	Hester Holland	Personnel change
Aug 2021	6	Hester Holland	Personnel change
Nov 2021	7	Hester Holland	Logo change
Dec 2022	8	Hester Holland	Review and update
Apr 2023	9	Hester Holland	Company update