

Didac Complaints Policy

Introduction

At Didac, we are committed to providing high-quality services. However, we understand that there may be times when things go wrong or our customers may not be completely satisfied. This policy outlines the procedure for responding to a complaint and how we will handle it.

Scope

This policy applies to all customers of Didac. We take all complaints seriously and we are committed to resolving them promptly and fairly.

Responsibilities

Students/Candidates

Customers who are dissatisfied with the service they have received are encouraged to bring this to our attention as soon as possible. In the first instance, please speak to your course tutor. If this does not resolve the issue, or if you feel it is inappropriate to address your complaint to your tutor, then please contact the Education Director via one of the following options:

Call: 0800 773 4230

E-mail: complaints@didac.co.uk

Write to: Didac Ltd, Woodwise Academy, Riverside, Crews Hole Road, Bristol BS5 8BB.

Please provide your full name, contact details, a full description of your complaint (including the subject matter and dates and times if known), any names of the people you have dealt with so far, and copies of any papers or letters related to the complaint.

Parents/Guardians, Employers, or Members of the Wider Community

We encourage learners, their parents/guardians, employers, or wider community members to resolve any issues or disagreements informally in the first instance. This could be done via an informal discussion with the appropriate person your complaint is founded with.

However, if informal discussions do not resolve the issue(s), any party, can initiate a formal complaint to the Education Director via one of the following options.

Call: 0800 773 4230

E-mail: complaints@didac.co.uk

Write to: Didac Ltd, Woodwise Academy, Riverside, Crews Hole Road, Bristol BS5 8BB.

Once the formal Complaints Procedure is invoked, the Education Director will maintain a record of the complaint at each stage. We strive to resolve matters informally wherever possible, hoping that most complaints will be settled in this manner. If an informal resolution is not achievable, the formal procedure involving the Education Director will be invoked.

Complaints from Colleagues

When a staff member has a concern, we encourage them to address it informally through their line management in the first instance. However, if the matter cannot be resolved informally, the staff member can invoke the Complaints Procedure or refer to the separate Company Grievance Procedure policy as they deem appropriate. The Grievance Procedure policy provides more detail on the process and can be found in the staff handbook or internal policy directory.

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Formal Procedure

The recipient of the complaint must complete a complaint log form and any attached evidence from the initial complaint, which will be stored centrally in a secure internal system. Access to this information will be restricted to authorised personnel only. This is to ensure the privacy of all parties involved and maintain the investigation process's integrity.

If the complaint involves a member of staff, the individual in question will be informed and given the opportunity to respond fully, either verbally or in writing. They will have access to all relevant correspondence or documentation from the outset. Their comments will be noted, and they will be informed of the outcomes of the complaint.

The Education Director will initially respond in writing to the complainant. This initial response, acknowledging the complaint, should occur within 2 working days, preferably by return. If further investigations are needed, they should be completed, and the complainant should be informed of the outcomes within 7 working days, if possible.

If a complainant is unsatisfied with the findings, they may wish to escalate the issue to another Director. If so, the complainant should make this known within 5 days of receipt of the outcome. If a complainant remains dissatisfied with the outcome, they can request that the issue be raised through the Board of Directors, whose decision is final. This request must be made within 5 days of the complainant being notified of the previous stage.

Confidentiality

All complaints and associated information will be handled with the utmost confidentiality. Confidential notes will be kept, and details of the complaint will be stored centrally in a secure internal system. Access to this information will be restricted to authorised personnel only. This is to ensure the privacy of all parties involved and maintain the investigation process's integrity.

Accessibility

At Didac, we are committed to ensuring that our complaints procedure is accessible to all. If you require assistance due to a disability or if English is not your first language, please let us know, and we will make reasonable adjustments to accommodate your needs. This could include providing this policy in different formats or languages or assisting those needing help writing their complaints.

Policy Review

This policy will be reviewed annually or in the event of a process change, whichever comes first. This is to ensure that our complaints procedure continues to meet the needs of our customers and colleagues; and reflects our commitment to handling complaints fairly and promptly.

External Escalation

If you have exhausted our internal complaints procedure and your complaint refers to services you have received relating to an accredited course and achieving your qualification, you may contact the Awarding Organisation directly. We will provide you with the contact details of the organisation, and you will then need to follow their complaints procedure.

If you remain unhappy after addressing your complaint to the awarding organisation, you may raise your complaint to the relevant qualification regulator. We will provide you with these details.

Timeframes

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- Initial response to a complaint: within 2 working days.
- Further investigations (if needed): completed within 7 working days.
- If unsatisfied with findings, escalation to another Director: within 5 days of receipt of the outcome
- If still dissatisfied, request to raise the issue through the Board of Directors: within 5 days of the previous stage notification.

Please note that these timeframes are guidelines, and we will strive to resolve your complaint as quickly as possible. If there are any delays, we will keep you informed of the progress.

Complaints Log Form

The recipient of the complaint must complete a complaint log form and attach any evidence from the complainant, which will be stored centrally in a secure internal system with only authorised access.

Version Control

Date	Section(s) amended	Brief Description	Author
30/05/2023	N/A	Policy complete rewrite	Gavin Lewis
05/07/2023	N/A	Formal review and adoption by Didac Board of Directors	