



Policy Document	Complaints Procedure
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Introduction

Evolve PMVA is dedicated to providing individuals the opportunity to share their issues or file complaints regarding the services they receive. Clients must understand how to accomplish this and have faith that their concerns will be heard and handled seriously.

In addition to outlining Evolve PMVA's commitment to handling difficulties or complaints, this document contains details on how we handle, address, and record complaints regarding our services.

Evolve PMVA is committed to upholding the values outlined in its policy declaration, information and documents provided.

Evolve PMVA views complaints, comments, and recommendations constructively and considers them to be a useful source of information in enhancing our training standards. It also recognises the importance of these views in the ongoing process of quality development. Every complaint will be addressed as soon as possible, and it will be thoroughly investigated.

GENERAL COMPLAINTS

1. Evolve PMVA will investigate all complaints, praises, observations, and recommendations attentively.

(1.1) The individual [Receiver] who files a complaint will act in a respectful way.

(1.2) The Receiver will assure the complainant that the concern will be dealt with appropriately.

(1.4) The person receiving the complaint will refrain from taking offence or attempting to talk the complainant out of filing the complaint.

(1.5) The complaint process will be conducted with an open and transparent approach.

(1.6) The handling and investigation of complaints shall follow an evidence-based complainant-led inquiry and response procedure.

(1.7) Evolve PMVA will update the complainant on the status and to get confirmation that any necessary action has been taken, along with an explanation of the conclusions and the outcome.

(1.8) Complainants will be encouraged to submit written submissions via the Evolve PMVA website, outlining their suggestions or complaints.

(1.8.1) In cases where this is inappropriate or in situations where a complainant is unable or unwilling to submit a written complaint via the website, the receiver will record all the details of a verbal complaint.

(1.9) Every complaint will be addressed in accordance with the schedule specified in the policy.

(1.10) Evolve PMVA could be required to notify other parties based on the specifics of the complaint.

(1.11) Each complaint will have a concise written report that includes a conclusion that is collected and archived by Evolve PMVA.

(1.12) The General Services Association complaints representative could be given an escalated complaint from Evolve PMVA.

VERBAL COMPLAINTS

(2) A significant number of complaints can be successfully addressed immediately at the source, such as during a training session.

(2.1) When complaints arise that seem unfair, tutors should keep in mind that this is how the user(s) has interpreted the situation in question.

(2.2) The majority of concerns expressed in this manner may be resolved by working openly and proactively.

(2.3) When receiving a complaint over the phone or in person, the individual who receives it needs to make an attempt to resolve the matter promptly at the time of the complaint.

(2.4) Should the matter not be settled immediately, the Recipient must speak with the designated senior tutor.

Written complaints via website

(3) Formal written complaints should be sent via the website to Evolve PMVA.

(3.1) Evolve PMVA will acknowledge any complaints within five business days.

(3.2) In addition to thanking the complainant for their communication, the acknowledgement will outline the procedure for handling the issue and inform the recipient that a comprehensive response will be sent out promptly.

(3.3) Investigations will start as soon as practical, and within eight weeks of the initial complaint being received, an extensive reply will be written, approved by all parties, and released.

(3.4) A senior instructor will communicate with the complainant and update them on the status of the investigation if it cannot be completed in the allotted eight weeks.

(3.5) The Investigating Officer will compose the official response. There will be explanations for the investigation's procedures and where necessary, a statement of improved service quality. If needed, an apology will be given.

(3.6) The complaint may write to Evolve PMVA to request a further investigation if they are dissatisfied with the outcome of this process.

QUALITY CONTROL AND COMPLAINTS HANDLING

(4) Evolve PMVA senior tutors monitors the management of complaints and will review trends to improve quality of training provided.

(4.1) Evolve PMVA will apply data from a complaint's investigation, where a pattern has been detected, to enhance the quality of the service.

(4.2) Complaint information will be communicated in a confidential manner.

Facilitating the investigation of complaints

(5) The following should be part of the investigating officer's thorough inquiry into a complaint:

(5.1) Accurately provided details.

(5.2) The subject matter of the complaint.

(5.3) The incident's specifics, including its cause.

(5.4) Information of those involved.

(5.5) The overall number of people involved.

(5.6) The location of the event.

(5.7) Documentation on any further measures that were taken.

(5.8) Specifics of any prior occurrences of this kind

(5.9) Recommendations made.

