

## Complaints Policy

### 1 Policy Statement

City Training Services are committed to providing a high quality service and feedback is actively sought in order to support continuous improvement and celebrate success. Complaints are regarded as valuable feedback and CTS aim to respond promptly and effectively.

### 2 Aims

The aims of this policy are that complaints:

- 2.1 Will be dealt with fairly and sensitively
- 2.2 Will be processed within a reasonable time
- 2.3 Will be thoroughly investigated
- 2.4 Will be accurately recorded
- 2.5 Will result in detailed responses
- 2.6 Reach satisfactory outcomes
- 2.7 Inform improvements
- 2.8 Promote transparency

### 3 Application

Application of the policy extends to all provision, including sub-contractors

### 4 Responsibilities

It is the responsibility of everyone to ensure complaints are taken seriously and processed effectively and efficiently.

### 5 Complaints Procedure

Strict adherence to procedure is a requirement of this policy. The steps to be followed for all complaints are clearly outlined in Complaints Procedure.

### 6 Monitoring

It is a requirement of the policy that both informal and formal complaints are monitored as detailed in the Complaints Procedure.