



Complaints Policy

Aim of the Policy:

Cordie Ltd is a responsive and customer-focused organisation and, as such, welcomes complaints. We aim to handle complaints quickly, effectively and in a fair and honest way. This policy document outlines who can make a complaint, how it should be made and how any such complaint will be handled.

The Definition of a Complaint:

A complaint is...

"An expression of dissatisfaction about the action or lack of action of Cordie Ltd or about the standard of a service, whether the action taken or the service was provided by Cordie Ltd or a body acting on behalf of Cordie Ltd".

A complaint is not an initial request for a service to be delivered, nor is it an enquiry regarding a service that has yet to be delivered.

Who Can Make a Complaint?

Complaints are welcomed from any of the following constituent groups:

- Any member of the public and/or their representatives;
- Cordie Ltd staff, suppliers and Associates;
- Customers;
- Any students or apprentices registered to study with Cordie Ltd;
- Employers of students or apprentices registered with Cordie Ltd;
- Relevant public, professional and voluntary bodies.



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How a Complaint Can be Made

A complaint can be made in the following ways:

- In person
- By telephone
- By letter
- By e-mail
- Using the on-line comment system
- Via a student representative
- Via the appropriate Awarding Body.

Although a complaint does not have to be in writing, it is accepted that written complaints are less likely to be misinterpreted.

The Complaints Process

A Company Director, or their authorised designate, will address all complaints. A response should be made within 5 working days outlining how the complaint is being handled and what action, if any, is intended. If the complainant still feels dissatisfied then they should escalate the issue to the Managing Director, who will investigate and respond accordingly.

Confidentiality

All complaints are treated with confidentiality in mind. Only Cordie Ltd staff dealing with a specific complaint will be aware that a complaint has been received and is being dealt with. Anonymous requests will be acted upon however, it is better to provide contact details so that the complainant can be informed of the outcome.

Aggressive or Obsessive Complaints

We want to deal fairly and honestly with complainants and ensure that other service users, students, apprentices, customers and stakeholders in general do not suffer detriment from persons making vexatious complaints. The Cordie Ltd solicitor will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.



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Complaints about Suppliers

We recognise complaints regarding Associates and/or general suppliers and will seek to resolve such complaints with the same degree of efficiency and equity. These complaints are useful to guide learning in future service delivery and contractual arrangements, and feedback on performance is given to our Associates on a regular basis.

Equalities Statement

We aim to handle all complaints fairly and honestly regardless of who makes a complaint. We treat all members of the community equitably and will not show bias to any particular individual or group.

Matters that are Outside the Policy

The following matters are not included in this policy:

- Complaints that are subject to legal proceedings
- Requests for service.

Monitoring Satisfaction and Performance

All complaints are monitored to ensure that they are being handled effectively and efficiently. Regular trend analysis is carried out to ensure that specific issues that remain outstanding or ineffectively addressed can be dealt with accordingly.

Conclusion

This complaints policy is a practical means by which Cordie Ltd can demonstrate its determination to effectively deal with complaints, in a fair and honest way, for all stakeholders of our organisation. This policy applies to all the operating divisions of Cordie Ltd. Cordie Ltd reserves the right to amend the Complaints Policy from time to time. Thank you for your commitment to this policy.

Andrea Reynolds
Managing Director, Cordie Ltd



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