

Complaints, Comments and Compliments Policy – Supplementary (Training Courses)

Policy Text

This policy covers instructors/assessors and learners only on LANTRA certified training courses provided by YWT.

For complaints, comments or compliments on all other areas of YWT work please refer to the [Yorkshire Wildlife Trust Complaints, Comments and Compliments Policy](#) which takes precedence in all other situations.

Procedure

1. Phase One: All complaints and enquiries are directed to the YWT Training Team. The Training Team then log the complaint on the Complaint Log and the Membership Admin team informed if the complainant is a member. If complaint received by another member of staff, they should email the Training Team to start the process.
 - a. If the complaint can be handled by the Training Team or the member of staff directly, this should be the priority. This may involve issuing a stock holding response (email or letter) which has been produced in pre-emption of an issue arising. The response is logged and any letter/email sent is referenced.
2. Phase Two: If the complaint cannot be handled directly, the Training Team should decide who to pass this to. If the complaint is judged to be severe then this must be made clear at the time and if the intended recipient is not available, it should be passed to the next management level up. If the complaint is not severe, it should be passed to the relevant manager along with the log reference. The Training Team should then send out the relevant holding email or letter informing the complainant that the complaint will be dealt with within 10 working days.
 - a. The Phase Two recipient of the complaint should then deal with this within 10 working days. If they feel unable to deal with it, it should be passed to the Project Manager. If they can deal with it, all correspondence and the outcome should be logged and the complaint closed. If the complainant is still not satisfied, the complaint should be passed to the Programme Manager.
3. Phase Three: The Programme Manager will deal with the complaint having referenced any previous correspondence attached to the complaint. If the complainant is not happy with the result, they are entitled to raise the matter with either Lantra or the regulatory body Charity Commission for England and Wales.

Contact details:

For Lantra any complaints in writing must be emailed to **Head of Customer Service** at awards@lantra.co.uk or at Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG.

See Yorkshire Wildlife Trust Policy for other contact details.

Standards

1. All complaints to be logged and followed through until resolved. Once a month, the Programme Administrator will sort the log, and email all open complaints to relevant staff. Once complaints become overdue, i.e. not dealt with in timeframe, pass to the Project Manager
2. All complaints to receive a response within two working days. This response will often be a standardised 'holding' response in which our complaints procedure and standards will be stated.
3. All complaints that move to Phase Two will be dealt with within 10 working days of the initial enquiry.
4. All complaints that move to Phase Three will be dealt with within 20 working days of the initial enquiry.
5. All complaints will be resolved to the complainant's satisfaction.
6. An annual meeting will be held to address the complaints log in order to review our procedures.

Monitoring and Reporting

Yorkshire Wildlife Trust records complaints and reviews these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the impact on other learners is considered and action is taken to ensure learners are not disadvantaged.

Where it has been established that a complaint is valid, we will take appropriate action that will be proportionate to the gravity and scope of the occurrence. This will be documented at management meeting and added to the risk register.

This policy is reviewed regularly and updated annually or as and when required.