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# Complaint Handling Policy and Procedure

SSG Training & Consultancy Ltd

BAPOL07, Issue 6, 12 December 2024

## Document Review Record

Issue Number	Date
Issue 4	13 <sup>th</sup> September 2023
Issue 5	20 November 2023
Issue 6	12 December 2024

This policy will be reviewed annually or sooner if changes to legislation or company procedures occur.

# Complaint Handling Policy & Procedure

It is the policy of SSG Training & Consultancy Ltd to investigate all complaints received from customers, however communicated.

The following procedure defines the process for handling, recording and investigating complaints and for ensuring adequate measures are implemented to prevent recurrence.

- Any complaint received from a customer by a team member, regarding any service, should be passed to the Head of Growth (HofG). In their absence, a team member nominated by the HofG will undertake this duty, ensuring the HofG is notified of any issues arising on their return.
- The HofG will ensure that form SCS068 Customer Complaint Information Collection is completed, that the complaint is logged in 10.2.2 Non-conformance Register and that all directors are informed.
- The HofG, in conjunction with the relevant account manager, will be responsible for liaising with the customer raising the complaint.
- On receiving notification of a complaint, the HofG will notify the appropriate team head who will be responsible for discussing the issue(s) raised with those involved and for documenting responses to all issues raised.
- The outcome of the discussion, together with any agreed actions, will be fed back to the HofG in a timely manner, no later than five days after receipt of the initial complaint. If, for any reason, this is not reasonably achievable, the HofG will communicate with the customer to manage their expectations and to agree a response date.
- All complaints will be reviewed by the SLT during regular meetings.
- The Head of People Services will not be involved in the complaint handling process, unless it is deemed by the Board of Directors that there is a clear requirement for the disciplinary process to be initiated.

Date: 12 December 2024

Signature:



Mark Salmon  
Managing Director

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