

## PTS Compliments, Complaints and Grievance Procedure

At PTS we strive to ensure that the service you receive is to a high standard and that we respond effectively to any compliments, complaints or grievances that are brought to our attention. The following guidance highlights how PTS deals with such matters to ensure that the high quality of the service we provide is maintained.

### Compliment

- We always like to know when we get things right for you.
- You can give a compliment when completing your Customer Satisfaction Forms following your programme reviews or at any point during your training to any member of PTS staff.
- This could be about the service or training you have received or about a member of staff who may have helped during your time with PTS.

### Complaint/ Grievance

- We also like to know if something isn't right for you.
- If you are concerned about any aspect of your programme or have a complaint or grievance about the service you have received please start by talking or writing to your Tutor/ assessor
- You can also record any concerns when completing your Customer Satisfaction Form following your programme reviews
- If you are not happy about the way your concern, complaint or grievance has been dealt with then it will be passed onto the Quality Manager who will investigate the matter within 7 working days.
- If the matter is still not resolved then you can speak with the Performance Director who will look at the full facts of your concern, complaint or grievance and write to you with a decision about what will happen as a result of their investigation.

**Or you can contact any of the following members of our team:**

<b>Kate Whereat (Safeguarding &amp; Prevent Manager)</b>	<b>01452 300 255</b>
<b>Abbey Wicks (Equal Opportunities Advisor)</b>	<b>01452 331 500</b>
<b>Abbey Wicks (Quality Manager)</b>	<b>01452 331 500</b>

**Alternatively you can contact the Apprenticeship Helpline**

Telephone: 0800 015 0400 8am to 10pm, 7 days a week

Or email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)