



Complaints Policy & Procedure

Reviewed April 2018
by Tara Foster

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By Laura Evans

Aptitude Organisation CIC COMPLAINTS PROCEDURE

Aptitude Organisation CIC aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Aptitude Organisation CIC.

If you are not happy with Aptitude Organisation CIC please tell us. If you are unhappy about any Aptitude Organisation CIC'S service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in Aptitude Organisation CIC sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint If you are not satisfied with our response or wish to raise the matter more formally, please write to the Directors. (If your complaint is about a Director, please write to the Chair, or other Directors.

If I complain what details do I have to give?

When you contact us, please give your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far;
- copies of any papers or letters to do with the complaint

All written complaints will be logged. You will receive a written acknowledgement, which we will attempt to do so in 3 working days from receipt.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with.

If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Directors, which will decide on any further steps to resolve the situation.

In situations where a complaint is justified we will take appropriate actions such as:
(a) identifying any other learner and/or staff member/and or service user who has been affected by the matter,

- (b) correcting, or where it cannot be corrected, mitigating as far as possible the impact, and
- (c) ensuring that the issue does not recur in the future.

What if I am not happy with the reply?

If you are still unhappy with the decision taken in reviewing the complaint you can then take the matter through our Appeal process. Please refer to our Appeals Policy

Finally, please also let us know if you are happy with Aptitude Organisation CIC'S services.