Keystone

Complaints policy

Because we are in such regular contact with our clients, issues are caught while still minor and dealt with quickly. However, we recognise the potential for problems to occur, and for issues to arise that the account manager may not initially be aware of and so we believe it is sensible to have a complaints strategy in place.

Client concerns or complaints

If a client was concerned about something, their initial contact would be via their account manager. The account manager would take one of two courses of action, depending on the nature and severity of the complaint and also the client's preference:

- A personal visit to the client, to obtain full details of the concern or issue.
- Contact with the client, by telephone initially, with full details to follow by email or letter.

The account manager would then investigate the issue in person, to a timescale appropriate to the situation and agreed with the client. As a guideline, this would range from 3 working days for a minor issue to 7 working days for a serious issue. The findings and proposed course of action would be communicated to the client by a pre-agreed method, either by a personal visit supported by a written document, or by telephone supported by a written document. The most important aspect of a process for catching and dealing with issues, to Keystone, is that the relationship with the client should be maintained and the client should be totally happy with the final course of action agreed.

As part of our approach to continuous improvement, we would also log the details of the issue, the results of the investigation, and the underlying cause of (or reason for) the issue having arisen. We would then implement measures to avoid the issue ever occurring again. We believe that it is very important to get things "Right First Time", but that if a problem should happen, it should be used to develop and improve our processes so that some benefit would have been gained from the situation.

In the absence of the relevant account manager, for example through annual leave, responsibility for handling issues would be with Angela Loggie, Managing Director.

Delegate concerns or complaints

Delegates have two ways of raising a concern or issue with Keystone which are

- Through their trainer during a workshop.
- Through their dedicated Programme Manager or Support Totor outside of a workshop or if not appropriate during the workshop as the issue may be with the trainer.

Our trainers are all aware of the need to capture any concerns or issues and therefore allow us to address them as quickly as possible. As part of their trainer report, completed for each day's training, one section of the form is for 'issues, concerns and recommendations' and this is sent in with the report to our Administrator. The report is compiled and sent to the account manager and the client within one week, and the account manager contacts the client to review the report by phone if any issues or recommendations were noted.

Should a delegate prefer to raise concerns or notify us of an issue outside of a workshop, each delegate is given contact details for their Programme Manager (who manages the mobilisation and running of the programme) or their Support Tutor at the start of a programme. They are able to make contact by phone or email at any time, and the Programme Manager or Support Tutor can then escalate details of the problem to the account manager for the matter to be dealt with.

In summary, our escalation process is: