


COMPLAINTS POLICY

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Signature of CEO 
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Complaints Procedure

If you wish to make a complaint about a service we have delivered or the way in which it was delivered, our complaints procedure is set out below:

Our complaints procedure has three stages:

Stage 1

Tell, (and preferably write) to the Area Manager about your dissatisfaction. If you are not comfortable with speaking or writing to the Area Manager, or the complaint is regarding the Area Manager, you should contact Central Services and a member of the Executive Board will be allocated to your complaint. They will seek to reach an amicable resolution with you in a collaborative, co-operative spirit within 14 days of receiving your complaint.

Stage 2

If such a resolution is not possible and you feel your complaint has not been satisfactorily resolved, write to the Chief Executive Officer with full details of your complaint.

The Chief Executive Officer will acknowledge your complaint within seven days of its receipt.

A senior member of staff will investigate the complaint and prepare a written report within 14 days of receipt of your complaint. The investigation will include the opportunity for you to explain the circumstances of your complaint. The Chief Executive Officer will consider the report and write to you with their conclusion and any proposed course of action within seven days of the report's production.

Stage 3

If you are not satisfied with the Chief Executive Officer's response, your complaint can be investigated further by an independent person appointed by the Skill Force Board of Trustees. You must make this request within 28 days of receipt of the Chief Executive Officer's response. The independent investigator will contact you in the process of investigating the complaint and will report back to the Chair of the Board of Trustees within 14 days. The Chair of the Board will consider the independent report and will make a final decision on the matter. You will be contacted with their decision within 14 days of receipt of the independent report. It is open to you to begin the complaints procedure at Stage 2 although it is hoped that, unless you consider the situation to be very serious you will attempt resolution at Stage 1.

If you feel the complaints procedure disadvantages you in any way - for instance providing information is difficult for you, or you feel you wish to speak with a manager from the same gender or ethnic background as yourself - the Chief Executive Officer will make every effort to make the appropriate arrangements. You are welcome to bring a friend or colleague with you to your meeting with the independent investigator.

The principles on which our complaints procedure is based are:

- Open access to the procedure
- Informal resolution of complaints where possible
- Positive action on the part of Skill Force's Chief Executive Officer and Board of Trustees in response to justified complaints
- Impartial review of all complaints

Skill Force Offices

The addresses for your commendations, recommendations and complaints are:

Chief Executive Officer
SkillForce
Edwinstowe House
High Street
Edwinstowe
Nottinghamshire NG21 9PR

Tel 01623 827651

Mail: enquiries@skillforce.org

Mail for the Chair of the Board of Trustees should also be sent to the above address for appropriate redirection.

COMPLAINTS POLICY

COMPLAINT FORM

Please complete and return to the
 If your concern is specifically about the Area Manager, please complete and return to SkillForce Central Services using the following details: PA to Chief Executive Officer, SkillForce, Edwinstowe House, High Street, Edwinstowe, Nottinghamshire NG21 9PR.

Basic details	
Your name	
Address	
Email address	
Daytime contact number	
Mobile number	

Please give a brief description of your complaint
How have you already expressed your concern to the Area Manager? We cannot investigate your complaint if you have not taken the opportunity to address your concern at an early stage.
What did the Area Manager do to address your complaint? (Who, What, Where, How, When)
Name of the person who originally considered your concern or complaint
What actions will resolve the problem now?

Signature	
Name	
Date	