



Yes Manchester CIO Operations Handbook

Complaints Policy

June 2021

1. Introduction

At Yes Manchester we work hard to make sure that the service we provide is confidential, high quality and impartial. However, sometimes things don't quite go as planned and we understand that. We want our customers, learners, employers and stakeholders to all be able to come to us when this is the case so we can look at what happened and where possible put it right. As a minimum – we want to make sure that it doesn't happen again.

2. What you can expect from us

- Your complaint will be dealt with fairly and in confidence.
- We will apologise where there has been a service failure.
- We will learn from the mistakes we have made to improve our service and processes.
- Cascade regular information about our complaints performance and how lessons learned have helped us improve our service in response to complaints received.

3. What to do if you're not happy:

We want you to tell us why you're unhappy and what you want us to do, when it happens. Very often this will sort the problem out on the spot without needing to fill in forms, or put your complaint in writing.

If you are still unhappy with our action or response, then we would welcome your feedback via a formal complaint.

Stage 1

- Send an email to yesinfo@yesmanchester.co.uk, with 'Complaint' in the subject line, telling us what happened, why this made you unhappy, and what you want us to do. Make sure to give as much information as you can. If you aren't able to send us an email, we will be more than happy to go through this with you over the phone by calling 0161 260 1600 You can also write to us directly, by post. We will acknowledge your complaint within five working

days. One of our managers will investigate the problem and give you a full response within 10 working days or, if that's not possible, explain why there is a delay. We will always try to speak to you before we write to you with the outcome of our investigation. The vast majority of complaints are sorted out by this stage, but if you are not happy with the solution we offer, you can take the complaint further.

Stage 2

- If you have had a response, but are still unhappy, you can request for your complaint to be considered by our Chief Executive (or our Chair, where either the Chief Executive has undertaken the first investigation, or where s/he is the subject of the complaint). They will review the case and respond to you in the same timescales (acknowledgment within five days, full response in 10).

The outcome of the Stage 2 investigation will be final.

Document History

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