



Complaints & Whistleblowing policy & procedure

Quelltex Ltd has a commitment to create a work environment which is free from discrimination and harassment and where all members of staff are treated with dignity, courtesy and respect. Quelltex has an obligation to treat all complaints of discrimination, victimisation, sexual harassment, vilification or seeking unnecessary information on which discrimination might be based, seriously. All complaints will be handled confidentially and impartially, investigated promptly and recommendations implemented.

A complaint relates to any dissatisfaction with the provision of our training that has been drawn to the attention of a member of the training team but where the complainant is not satisfied with the outcome.

Whistleblowing relates to disclosures regarding any action that an individual considers to be illegal, unethical or not in line with company policies. In legal terms, whistleblowing relates to workers, however we will recognise disclosures from any learners, members of staff or the public.

This policy can be read in conjunction with all Quelltex policies at:

<https://www.quelltex.co.uk>

Complaints procedure

The process for managing complaints is as follows:

- A complaint can be made to any manager in Quelltex Ltd.
- The complaint does not have to be in writing.
- The complaint will be handled fairly and based on the principles of natural justice. *Natural justice* means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.
- There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure.
- The complaint will be handled confidentially. The person managing the complaint will be independent and impartial of the complaint and any other parties involved. This may be (*for example a senior staff member*) or a person appointed from outside Quelltex Ltd.
- All parties to a complaint have the option of nominating a support person to be present.
- The complaint will be dealt with as a matter of priority following these steps:
 - The person managing the complaint will discuss the issue with the complainant within (*often 24 hours*) of the complaint being made.
 - The person being complained about will be informed of the allegations against them. They will be given an opportunity to respond to the allegations.

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- Statements from witnesses and any other relevant evidence will be collected.
- This part of the complaint process will be completed within 10 working days.
- A report documenting the investigation process, the evidence, findings and recommendations will be prepared and submitted to the appropriate decision maker.
- The Managing Director will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.
- Parties to the complaint will be advised about any action to be taken in relation to them. If the outcome is not acceptable to the parties, an appeal can be made within (*often 3 working days*) to MD or IQA to review the complaint and outcome.
- The Managing Director will implement their recommended actions.
- The Managing Director or other senior staff member will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.
- A complaint to an external agency will not prevent this Complaint Procedure from continuing where the Managing Director decides that this is appropriate.
- Quelltex Ltd will review this procedure every two years.

If you wish to make a complaint or need to be a whistleblower, you can contact our office directly using one of the online forms on our website, calling 01624819827, or emailing diane@quelltex.co.uk or Paul@quelltex.co.uk

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Policy remains intact. Bold font used to ensure the terms 'A complaint' and 'Whistleblowing' stand out from their definitions.

Immediate contact details added.

Next revision: May 2023